

Hoxton Street Monster Supplies

ESTD 1818



Supplies for the Living, Dead and Undead

MINISTRY OF STORIES

Due to a rather inconvenient curse, all profits from our shop go to the Ministry of Stories, a creative writing and mentoring charity for young humans.

Please refrain from

Tragically, we

- Beans
- Pre-D
- Human

SHOP

FO



DE
OFFER



RETAIL OPERATIONS ASSISTANT
Hoxton Street Monster Supplies

RETAIL OPERATIONS ASSISTANT

Hoxton Street Monster Supplies

Post: Retail Operations Assistant
Reports to: Retail Manager
Contract: Part-time, permanent contract

Location: 159 Hoxton Street, London, N1 6PJ

Working hours: 7.5 hours per week on Saturday 10am - 6pm

Salary: £13.85 per hour - London Living Wage

Benefits:

- Welcoming and supportive team culture
- 3% employer contribution to pension after three months
- 25 days annual leave FTE, pro-rated by hours worked each month

Deadline for applications: Midnight Sunday, 13th April 2025

Interviews: Wednesday 23rd April 2025 (in person)

Applicants must be available to start work in May 2025 once DBS / references are cleared.

Introduction

[Hoxton Street Monster Supplies](#) (HSMS) is the only shop in the world to cater to the everyday needs of monsters. Our shop has been open to humans since 2010. In 2025 [we ranked no. 58 in Time Out's 100 Best Shops in London](#).

We are a purveyor of quality goods for monsters of every kind - from Sugar Dusted Bogies to Thickest Human Snot - but due to a very inconvenient Curse, all the profits from the sale of monster supplies support free creative writing and mentoring programmes for young people at our charity, [Ministry of Stories](#).

The young humans who attend our writing programmes go through the shop's secret door to enter into the workshops of the Ministry of Stories. For these young humans, the shop acts as a bridge between the real world (school, home, Hoxton) and the world of their imagination, where anything can happen.

Co-founded by author Nick Hornby in 2010, our charity helps young people discover their confidence, imagination and potential through the power of their writing. The more the shop can grow, the more children's stories we can bring to life. This is a great motivation every day, even for the dead and undead.

We are a tiny team with big, hairy ambitions. Over the next three years, our plans include growing our sales and footfall, inventing more unique products, growing our followers on social media and building an even stronger connection between our monstrous shop and our work with young people in our community (this is why we need you!).

All this, while maintaining the good humour of our brand, providing fantastical in store experiences for our customers and helping more young people to unleash their imaginations.

About the Role

We are seeking a Retail Operations Assistant to manage our shop on Saturdays, under the leadership of our Retail Manager.

You will be solely responsible for all shop operations on Saturdays, occasionally supported by volunteers. Therefore, we are seeking applicants who are comfortable and motivated to engage customers and carry out operational tasks when lone working.

You will need to be able to drive good sales performance and deliver a positive, fun and successful shopping experience for our customers. You will also work with our Retail Manager to recruit and train our team of volunteer shopkeepers and fulfil online orders. We are seeking someone who can deliver excellent customer service, efficient online fulfilment, product building and re-stocking. You will help to drive sales, monitor performance, and keep the shop looking its most beastly.

You will be the second member of staff on site whilst Ministry of Stories regular weekly programmes with children and young people are running on the other side of our secret door.

This post is subject to an Enhanced DBS check, has a one-month probationary period and may be required to complete First Aid training.

The Ideal Candidate

You will be a highly motivated starter-completer with strong communication and organisational skills. You will have a strong interest in retail with a social purpose, and get job satisfaction from engaging customers, and delivering excellent shop management and customer service.

The shop and online orders can get very busy, especially in the autumn, but you will be successful because you show good initiative, energy, commitment and professional pride in your work. You will be a brand ambassador of the shop and the charity, highly motivated to deliver the mission and the vision of the charity.

We work closely with volunteers, who generously give their time as shopkeepers, also supporting online fulfilment and product building.

Main Purpose

To lead retail operations in our Hoxton shop on Saturdays, driving sales and ensuring a welcoming, immersive and fantastical experience for customers.

Specific Responsibilities

Operations Management

- Lead the day-to-day operations of our shop on Saturday
- Monitor results and performance, reporting to our Retail Manager
- Provide support to shop volunteers, including a brief and debrief as part of each session, priority tasks, new products and in-store offers
- Manage display by replenishing stock and experimenting with merchandising
- Keeping the shop clean and tidy
- Act as the second member of staff on site to the Ministry of Stories facilitator running the programme

Customer Service

- Deliver excellent customer experience
- Manage online orders including fulfilment, refunds and any enquiries

Volunteers

- Support and manage all Saturday shop volunteers, including elements of volunteer training where required
- Manage the volunteer rota and input into volunteer communications

Stock

- Regularly monitor stock levels of products, packing materials and consumables
- Follow up on deliveries and check-in merchandise
- Order packing materials and consumables
- Assist with the annual stock take
- Other duties as required by your manager or senior manager

Person Specification

Essential skills and knowledge

- Clear communication skills and a warm and professional approach to interacting with a wide variety of people
- Good organisation and attention to detail
- Personal motivation and drive, while working on your own
- Quick and effective problem-solving and conflict resolution skills
- Ability to work calmly in a busy and sometimes pressured environment
- Ability to adapt and learn quickly
- Commitment to the principles of Ministry of Stories including our safeguarding policy and championing our work with children and young people

Essential experience

- Customer care or retail experience

Desirable experience

- Experience of retail marketing, sales, communications and promotion
- Experience of using Shopify, Vend or similar Electronic Point of Sales (EPoS) systems
- Experience of visual merchandising
- Experience of working with volunteers
- Experience using social media tools such as email, Facebook and Instagram
- Experience of working to brand guidelines and acting as a brand custodian

Application

Deadline for applications: Midnight Sunday 13th April 2025

Interviews: Wednesday 23rd April (*in person*)

Please send your CV and a cover letter explaining why you would like to be considered for this role and how you meet the skills and experience needed to

jobs@ministryofstories.org