

SERVING WALES.  
SAVING LIVES.



Retail Assistant

Join the *Wales Air Ambulance Team*



Elusen  
Ambiwylans Awyr  
**CYMRU**  
**WALES**  
Air Ambulance  
Charity





## About Wales Air Ambulance

Wales Air Ambulance delivers advanced lifesaving medical care to people across Wales, 24/7. We are the only air ambulance charity, based in, and dedicated to, the people of Wales and rely entirely on your charitable donations to raise £11.2 million every year to keep the helicopters in the air and rapid response vehicles on the road.

With a motto of “Serving Wales, Saving Lives” and a Royal Patron, His Royal Highness, The Prince of Wales, who himself has been an active HEMS (Helicopter Emergency Medical Services) pilot, we are absolutely committed to delivering the very best service we can for the people of Wales.

We have successfully grown our service over the last twenty three years from a single aircraft operating five days a week from a single base in South Wales to the four aircraft 24/7 service model that we have today.

We are on standby to attend those suffering a life or limb-threatening injury or illness, with some of the most advanced air ambulances and rapid response vehicles in the UK. Our Charity is delivered via a unique Third Sector and Public Sector Partnership. The Emergency Medical Retrieval and Transfer Service (EMRTS) supplies highly skilled NHS consultants and critical care practitioners who work on board our vehicles.

With bases across Wales, the highly skilled crew on board can carry out medical procedures which would usually only be available within a hospital setting. They can deliver blood transfusions, administer anaesthesia and undertake emergency operations at the scene of an incident, before taking the patient directly to specialist care. For the patient, this can mean hours saved in receiving the appropriate treatment when compared to standard care.

Our ambition knows no bounds and we strive to continually innovate – from leading the field with our clinical research and development to using robotics to automate our Lottery administration.

We are a proud employer of over 100 passionate employees who undertake a range of functions, all of which support our lifesaving work across Wales. We are equally proud of our volunteers who selflessly give us the gift of their time to help us in our work.

We are driven by our Values, which sit at the heart of everything that we do, and we are committed to doing the right things for our patients, their families and our supporters. Teamwork is very important to us and is vital to the delivery of our strategic ambitions. Our mantra is being greater than the sum of our parts – every single person makes a difference to our work.

### Our Teams

- Fundraising
- Communications
- Retail and Transport
- Human Resources and Volunteering
- IT
- Finance
- Operations (Health and Safety, Facilities Management, Infrastructure)



### *Our Mission*

To deliver lifesaving, advanced medical care to people across Wales, whenever and wherever they need it.

### *Our Vision*

To improve the lives of patients and their families by being a world leader in advanced, time-critical care.

## *Our Values*

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### *Trustworthy*

We act with uncompromising integrity in everything that we do

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### *Passionate*

We are heartfelt in our commitment to delivering the best possible outcomes for the people of Wales and believe in everything that we do and say

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### *Ambitious*

We look beyond the present to deliver future value.

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### *Responsible*

We care about doing the right thing and taking ownership for our actions and our results.

## We offer the following Benefits

- 26 days annual leave, increasing based on time served plus Bank Holidays with the option to buy extra days
- Enhanced Family Friendly pay
- Enhanced Occupational Sick Pay after successful completion of a 6 month probation period
- Life Insurance
- Flexible working opportunities and hybrid working
- We pay up to 6% employer contribution rate on pensions
- Free and confidential Employee Assistance Programme, available 365 days a year
- Occupational Health services
- Annual employee conference
- A range of development and learning
- Full access to Healthcare Cashplan



"Each and every person at the Charity is working towards the same goal, to serve the people of Wales, and save lives. Everytime I see a Wales Air Ambulance helicopter or rapid response vehicle, I feel a huge sense of pride, knowing that I have played my part in ensuring that the medics and pilots can attend those who are facing life or limb threatening injuries. For me, it doesn't get much more important than that."

## The Role

To support the Retail Manager in the successful running of the shop, to achieve, and where possible, exceed agreed sales targets to maximise income generation.

The role includes weekend, Bank Holiday and evening work required.

Reports to

Hours

Location

Salary





## Main Duties and Responsibilities

Responsibilities will include but will not be restricted to:

- Greeting and serving customers as they enter the shop.
- Advising and assisting customers.
- Assisting with shop deliveries.
- To support the retail manager in ensuring the welfare and safety of colleagues, volunteers, customers, and contractors in line with the Charity's policies and procedures.
- To support the retail manager in attracting and training a team of volunteers.
- To support the retail manager in effectively merchandising the shop to achieve maximum profitability whilst delivering excellent shop standards.
- To support the store and wider regional network by generating sales through online platforms such as eBay and Vinted.
- To actively promote and qualify Gift Aid.
- To support the Retail Manager in undertaking all administrative duties including cash handling, till reconciliation and banking.
- To effectively manage and process donations made directly to the shop, both monetary and produce based stock, assisting in the donation centre as necessary.
- To take ownership of training, learning and development and to attend or participate in any training events.
- To work in collaboration with the local Community Fundraiser and their volunteers.

## Main Duties and Responsibilities continued

- To ensure that deliveries, collections, and stock donations are maximized for the profit of the shop.
- To always provide the highest level of customer service and manage any complaints in line with the Charity's procedures.
- To support the retail manager in regularly monitoring, reporting and evaluating the performance of the shop operation, identifying trends and remedial action, which will include promotional activities required to sustain financial targets.
- To communicate and work in unison with the warehouse team to ensure that deliveries, collections and stock donations are maximized for the profit of the shop.
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## Other Duties and Responsibilities

- Promote and uphold the Charity's Mission, Vision, and Values in all aspects of work.
- Contribute to departmental evaluation reports on performance.
- Stay up to date on current related-industry trends and share best practice with colleagues.
- Carry out other duties identified by the manager to achieve the overall objectives of the service.
- To participate in or attend any training as required.
- Adhere to our health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.
- Keep up to date with, and understand, legislative changes – particularly in relation to GDPR.
- To foster good working relationships with all the Charity's employees, volunteers, partners, and stakeholders, treating all individuals with respect, courtesy, and dignity.
- To be a good representative of the Charity and ensure positive relationships with stakeholders.
- Maintain confidentiality in all areas of work.
- Ensure that your conduct within and outside Charity does not conflict with organisational expectations.
- Actively support and promote the Charity and all its policies.



# Person Specification

## *Experience Skills & Knowledge: Essential Criteria*

Candidates **must** be able to demonstrate the following

- Experience of working in a retail, customer service, warehouse, or distribution environment.
- Excellent communication and customer service skills.
- Excellent organisational skills and the ability to manage a variety of tasks.
- Experience of stock management and record keeping.
- Experience of merchandising.
- Ability to work as part of a team.
- The ability to recognise the maximum resaleable value of donated goods.
- Confident in the use of internet, intranet, databases, and Microsoft packages, including Word, Excel, Outlook.
- Good understanding of the charity sector.

## *Desirable Criteria*

- A good understanding of Gift Aid regulations.
- Experience of working in the Charity sector.
- Welsh speaker/ ability to correspond through the medium of Welsh.

We welcome applications from all candidates regardless of their sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity status.

As an all-Wales Charity, committed to helping others, we will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourage applications from these candidates. If you require any reasonable adjustments please contact PSR on 01242 691683. We guarantee to offer an interview to those who meet the minimum criteria, disability or not.

## *Rehabilitation of Offenders Act 1974*

Under the above Act, most sentences awarded by a Court for criminal offences may be regarded as being spent and disregarded, for most purposes after a specific period of time and need not be disclosed. The Wales Air Ambulance Charity will not discriminate unfairly against applicants who declare a criminal conviction or other information.

We are flying into a fairer future, join us on that journey.

## **Data Protection**

The information you provide in your application will be used by Wales Air Ambulance to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Wales Air Ambulance) and we will not share your data with any third parties for their marketing purposes.

Further information about how we protect and use your personal data is set out in our Job Application Privacy Notice available on [www.walesairambulance.com](http://www.walesairambulance.com).

