



Fresh Start Charity
29-31 Carr Street
Ipswich
Suffolk
IP4 1HA

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Job Title: Customer Support Apprentice

Fresh Start Charity (charity no: 1191326) began in July 2019 as Hadleigh Foodbank. Since April 2021, to meet with business demand, we have expanded and opened a further two charity shops which support the Foodbank, in May 2022 we will open Fresh Start and Coffee in Ipswich.

Fresh Start shop and Coffee café has been designed to support 16–24-year-olds identified as NEET, (Not in Employment or Education), with a 6-month programme to provide work experience, and much needed transferable skills into hospitality and the retail work place environment.

Recently, the original Hadleigh Food Bank name has been changed to Fresh Start in recognition of our charity status and expansion of the business outside of Hadleigh.

The Apprentice roles we are offering will be to learn all aspects of the business including mentoring of the NEET individuals. The apprentice will learn how to run a Retail shop and serve and provide first class customer service.

Accepting donations and customer details to ensure we are compliant for the charity to claim Gift Aid is essential to the role, as is ensuring that the customer is provided with correct information in relation to their donation. Conversing with customers in a polite, positive, informative and friendly manner is essential.

The apprentice will be taught how to correctly sort and categorise donations and how to ticket/price and display on the shop floor.

Job Description

This is a fixed term position from the commencement of the apprenticeship until completion of the apprenticeship qualification which is expected to be in the region of 18 months in total.

The role is based on 30 hours a week, including study time to complete the mandatory 20% Off the Job Training study time within those hours to complete the **Level 2 Customer Service Practitioner** [Customer service practitioner / Institute for Apprenticeships and Technical Education](#)

Key Duties

- Working in the Charity Shop serving customers
- Working in the Charity shop, rotating stock, changing window displays
- Helping customers with their choices and any questions they may have
- Pricing and displaying clothes, bric brac & furniture
- Sorting donations and price tagging them

Desired Skills

- Desire to learn customer service knowledge, skills and behaviours within the retail industry
- Strong communication skills and the ability to build excellent relationships with all customers, team members and management
- Tenacity and positivity with a strong drive to succeed

Desired Personal Qualities

A team player with a positive attitude who is trustworthy, methodical and dependable. A self-motivated individual looking to increase their knowledge base and engage with all areas of the business.

Qualification's

- GCSE at Grade 4 or above in Maths and English

Entry onto the apprenticeship is subject to a initial assessment to establish course suitability. Ideally applicants should have at least 4 GCSEs including English and Maths at grades 9- 4.

Reward

- **Salary** £4.81ph in compliance with Apprentice National Minimum Wage
- **Holiday** 28-day holiday per year including Bank and Public Holidays

Benefits

- Company branded T Shirt (black trousers at own cost)
- 50% off food & drinks from the Coffee Shop.
- Career progression on completion of the apprenticeship qualification

To apply for this role, please register your interest by emailing your CV and accompanying letter to: apprenticeships@suffolk.gov.uk

Fresh Start Charity is inclusive employer and welcomes applications from candidates who have an Educational Healthcare Plan and may require additional learning support