

RETAIL ASSISTANT

FRP is looking to recruit a Retail Assistant to work on Thursdays, Fridays and Saturdays, and potentially occasionally on other days, as part of its Retail and Paint Operations team.

The role will be part of the team who are responsible for assisting our shop and warehouse customers to buy reuse, reclaimed and recycled products, thus both diverting materials from incineration/landfill and giving members of the community easy and affordable access to our reclaimed materials.

Application by CV, together with a cover letter or email that outlines your suitability for the role, as described below. Email to recruitment@frpuk.org. Deadline for applications Thursday 13 August 2026 at 5pm. Interviews are expected to be scheduled week commencing 17 August (invitations to interview are expected to be made on 14 August). Ideally, we are looking for a start of 3 September 2026, but we could be flexible for the right candidate.

JOB DESCRIPTION

JOB TITLE: Retail Assistant

HOURS: 18 hours per week - typically 10am to 4.30pm Thursday (with a break for lunch), 9.30am to 5pm Friday (with a break for lunch) plus 9.30am-2.30pm Saturday

SALARY: £14.80 per hour (£13,853 gross per year - equivalent to £26,936 FTE for 35 hours)

REPORTS TO: Retail & Operations Manager

PLACE OF WORK: Thursdays at The Sidings, off Hainault Road, E11 IHD (a warehouse based retail outlet) and Fridays and Saturdays at Bakers Avenue, E17 9AW (shop, offices and recycling spaces)

KEY ROLE TASKS

- Serve FRP retail customers, at the warehouse at 7 The Sidings on Thursdays and the shop at 2c Bakers Avenue on Fridays and Saturdays – serving and advising the customers, and using the iZettle app for taking cash and card payments. The warehouse sells reclaimed paint and timber, and the shop sells reclaimed paint, fabrics and scaffolding products (training and mentoring will be given by FRP colleagues on our sales processes and products).
- Work with colleagues to process and manage stock of all items in the retail outlets, likely contributing significantly to our paint stock management (within a team and with training).

- With time available, other operational tasks - examples would be improving our spaces, doing promotional comms, or liaising with donors - as agreed with line manager, and skills and enthusiasm in any relevant wider areas such as these would be of interest.
- Support and mentoring for volunteers working on site, including overseeing the documenting and reimbursement of volunteer expenses.
- Shared responsibility for keeping the premises clean and safe, and for answering the telephone and answerphone messages.
- One agreed member of the team each opening day will be responsible for cashing up processes at the end of each working day (training will be given).
- Adhere to FRP policies and procedures including Health & Safety and Safeguarding.
- Other reasonable duties as requested by the line manager.

SKILLS AND PERSONAL QUALITIES

- Excellent people skills and customer service skills.
- Skills and experience in a retail setting would be highly desirable, or identified transferable skills to a retail setting.
- Knowledge of paint would be an advantage, in particular so that you can help customers, or a willingness to learn.
- Skills in areas that would support our retail, such as comms or DIY, would be welcome, although none are essential.
- Willingness to learn.
- Admin skills - answering enquiries by email, phone and in person; using google drive and spreadsheets for administration and record keeping, posting on social media.
- Willingness to regularly work Thursdays, Fridays and Saturdays as core hours.
- Also prepared to work flexibly according to the needs of the organisation, including occasional work outside core hours.
- Reliable.
- Good at team working.
- Alignment with the environmental and community values of FRP; commitment to social inclusion and environmental sustainability.

DBS CHECK

FRP takes its safeguarding responsibilities very seriously and has a considered safeguarding policy, incorporating a rehabilitation of offenders policy, in place along with accompanying procedures. As part of this, each role at FRP is carefully considered for a DBS Check.

These posts do not require a DBS check, however if the postholder(s) started to work in a supervisory capacity with volunteers - who may be vulnerable adults - one would be needed. This would all be considered and agreed in consultation between postholder(s) and line manager.

More details and a copy of the policies are available on request.