

# Retail Support Assistant – Role Pack



# About us



At Wessex Cancer Support we understand how important it is for people who are affected by cancer to have high quality emotional and wellbeing support. That's why we offer personalised support for people with cancer and their loved ones, that empowers them to live well with and beyond cancer.

Every year over 14,000 people are diagnosed with cancer within the Wessex region (Hampshire, Dorset and the Isle of Wight). A diagnosis can be a shock and have a huge impact on an entire family. We help and support people affected by cancer regardless of age, gender or type of cancer. Our dedicated team is committed to offering support for as long as people need it, away from a hospital environment.

All our services are provided free of charge; we have four drop-in cancer support centres, local outreach and an online service. Clients visiting any of our services are welcomed by volunteer befrienders who are trained to provide information, support and a listening ear. New clients will have an appointment with our Wellbeing Co-ordinator to agree a personal support plan which aims to help the individual deal with the emotional impact of cancer, improve well-being, help with pain management and increase self-confidence. The plan might include access to support groups or one-to-one sessions with one of our team of specialist counsellors and therapists. We also provide health and well-being information, exercise programmes, Sing for Life Choirs, and courses to help clients live well with and beyond cancer.

The charity relies on income from donations, legacies and our six charity shops to fund our work.

## Our Vision and Mission

### Our Vision

Everyone in Wessex affected by cancer will have access to personalised wellbeing support so that they can face whatever's ahead with more confidence.

### Our Mission

To engage with local communities to help improve the emotional health and wellbeing of anyone affected by cancer.

# Our Values and Behaviours



Our values drive everything we do – the services we provide, the decisions we make, the actions we take, the partners we choose, the way we treat each other. They are our statement about what matters to us, and how we hold ourselves accountable for our own behaviour.

## We're **compassionate**

We do everything with kindness and care

- We take time to listen
- We strive to understand one another
- We are considerate when we respond to others
- We treat people as individuals and don't make assumptions

## We're **purposeful**

We always aspire to go above and beyond, and we take responsibility for the decisions we make.

- We have a can-do attitude
- We are accountable and understand that our behaviour and approach reflects on the charity
- We use initiative and evidence to prioritise effectively and achieve the best outcomes
- We maximise time in the most effective way
- We take responsibility for our own personal professional development

## We're **inclusive**

We offer a warm and friendly welcome to everyone. We celebrate and embrace the differences that shape who we are. Our door is open.

- We are friendly and approachable
- We are non-judgemental
- We challenge and root out prejudice
- We stay up to date with current terms and avoid using words and language that may offend

## We're **collaborative**

We work with others so that we can always do our best for people with cancer and their loved ones.

- We respect other people's opinions
- We share knowledge and skills openly and try to help others whenever we can
- We participate in discussions, but do not dominate.
- We discuss matters objectively to find the best outcome.
- We proactively seek and accept feedback, using it to improve
- We give constructive, honest and open feedback
- We endeavour to be a great role model to others

# A letter from our CEO

Dear Applicant

## **Thank you for your interest in this role with Wessex Cancer Support.**

It's an important time for the work of the charity. We are one year into our new five-year strategy, which outlines how we will respond to an expected increase in demand for our services, as the number of people diagnosed with cancer continues to increase. We will continue to provide emotional and wellbeing support, and introduce a range of courses, workshops and talks that focus on empowering our clients to develop tools and skills to support them to live well with and beyond cancer.

We currently have six shops across the Wessex region - all profits help to fund our support services for people with cancer. The shops have a fantastic mix of fashion, bric-a-brac and household items and are focused on encouraging more sustainable shopping. We also have an online charity shop, and each of our shops is committed to growing online sales. We're looking for someone to join the team in our shop in Westbourne. You should have a can-do attitude, bags of initiative and a strong focus on offering excellent customer service.

This is a great opportunity for a local person to make a real impact in our Westbourne shop, helping us to reach more people affected by cancer in the Wessex region.

We offer a supportive work environment, in addition to a range of benefits which include:

- A competitive salary and annual leave entitlement
- Contributory pension scheme
- Life assurance scheme
- Employee Assistance Programme, which offers GP appointments, counselling, and fitness and nutrition support
- Cycle to work scheme
- Mental health first aiders
- A personal development programme

We look forward to receiving your application.

Warm regards



Ian Creek  
CEO



# Role Description

Job Title:	Retail Support Assistant – Wessex Cancer Support Trading Ltd
Reporting to:	Shop Manager
Based at:	Wessex Cancer Support Charity Shop, 63 Poole Road, Westbourne, Bournemouth BH4 9BA
Working Hours:	2 days per week covering Sunday for 6 hours and 1 other day for 7.5 hours (possibly a Monday but TBC). There will be extra hours to cover holidays which would be agreed in advance.
Salary Band:	£8,571.42 per annum for 13.5 hours, based on an FTE of £23,809.50 (£12.21 per hour). Increasing in line with the NLW on 1 April 2026.

## Role Summary

### Shop & Team Support

- Assist the Shop Manager in ensuring smooth daily operations
- Provide guidance and support to the team, especially when covering Manager absence
- Step in during holidays, sickness and days off as a responsible keyholder

### Online Retail Engagement

- Play an active role in enhancing our digital retail presence
- Support online shop initiatives by helping to upload, manage, and promote products

### Technical Competence

- Adequate computer literacy is essential for managing online listings and communications
- Familiarity with basic systems, especially email and Microsoft tools, is required

## Principal Responsibilities

### Driving Sales & Shop Success

- Collaborate with shop teams to reach sales and Gift Aid targets
- Lead by example during peak times, holidays, or when the manager is away
- Bring fresh ideas to support new initiatives and enhance overall performance

### Charity Ambassador

- Champion our mission, values, and impact with passion and professionalism
- Represent Wessex Cancer Support at local events and within the community
- Engage customers in meaningful conversations that promote Gift Aid

### Volunteer Support & Teamwork

- Inspire and supervise volunteers, fostering a supportive and inclusive environment
- Cultivate positive relationships with shop managers and the wider team
- Maintain open and respectful communication across all levels

### **Online & Social Media Presence**

- Contribute to the growth of our online platforms—get creative with posts, products, and promotions
- Help us meet online targets and build a vibrant online following

### **Operations & Logistics**

- Act as keyholder with responsibility for store operations when needed
- Assist in efficient stock movement between shops and maintain well-organised displays
- Support other departments when opportunities arise for cross-functional teamwork

## **Person Specification**

### **Experience & Interests**

- Previous retail experience is highly advantageous
- Supervisory or team leadership experience essential
- A genuine interest in charity retail and the customer journey
- A good eye for fashion and awareness of current trends and popular brands

### **Skills & Abilities**

- Basic IT knowledge, including familiarity with Microsoft Word and Excel
- Sound literacy and numeracy skills, ideally to GCSE level
- Ability to work independently and as part of a close-knit team

### **Attitude & Personality**

- Enthusiastic, proactive, and solution-focused - ready to roll up your sleeves
- Driven to achieve results with a positive, “can-do” mindset
- Friendly and approachable with great communication skills
- Comfortable supervising and supporting volunteers with sensitivity and encouragement
- Resilient under pressure and able to adapt to a variety of daily tasks.
- Solution focussed with a sense of humour

### **Practical Requirements**

- Access to reliable transport or good public transport links

# How to apply

If this role sounds like a good fit for you, we'd love to hear from you. To apply, please complete our [Online Application Form](#). We're only able to consider applications submitted via the application form, so please ensure it's completed in full.

## Equality, Diversity and Inclusion

Wessex Cancer Support is committed to being inclusive and welcoming of diversity; please see our strategy and policy for further information. To measure our success in this area, we invite you to complete a very brief anonymous survey (link below). All information collected is confidential and anonymous; we appreciate that this information may be sensitive, and completion of the form is entirely voluntary.

<https://www.wessexcancer.org.uk/edi/>

If you have any questions at all regarding our EDI Strategy, the completion of this survey or would like the survey in an alternative format please contact [jobs@wessexcancer.org.uk](mailto:jobs@wessexcancer.org.uk)

