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**Kickstart Apprentice job description**

**Job Title: Administration & project assistant**

**Reports to: Senior Consultant**

**Job purpose: To support the consultancy in setting up and managing a Customer Relationship Management (CRM) system, supporting the running of our online learning site and carrying out project work to support our clients.**

**Date: April 2021**

**Introduction to the Charity Retail Consultancy –**

**Voted Supplier of the Year 2019 at the Charity Retail Awards**

**The Charity Retail Consultancy was founded in 2010 by Jayne Cartwright. Vicki Burnett works alongside Jayne and together we help charities develop and improve their retail offer.  The Charity Retail Consultancy has been commissioned by over 50 charities to undertake projects that include developing business plans and strategies, reviewing current and designing future retail operations, developing job roles and supporting recruitment, induction and mentoring. We also design and deliver bespoke training in key areas, such as volunteer recruitment and retention; stock acquisition; maximising Gift Aid; customer service; merchandising, social media and much more.**

**Location**: The role can be home based anywhere in Argyll & Bute or Manchester. We will have scheduled video meetings and some face to face sessions to keep in touch.

**About us:**

* We are a two person Consultancy, based in Manchester and Oban, but working all over the UK, Ireland and beyond to support charities and other not-for-profits with all aspects of their trading operations.
* We are an innovative, inclusive and supportive company - you can read more about our values [here](https://www.thecharityretailconsultancy.co.uk/our-values/).
* We know that retail and fashion is ever evolving. We want a young person to work with us, helping us help us stay at the cutting edge of innovation and sustainability to provide the best possible support to our clients, well into the future.

**What the role involves:**

**CRM**

* Setting up and managing a CRM system for the Consultancy
* Researching the best most cost effective system for us
* Entering all our existing contacts into the system, ensuring contact and mailing details are in place and always complying with GDPR requirements
* Training the team in its use and maintenance
* Building contacts to help grow our mailing and contact list

**Charity Retail Academy (CRAc)**

* Taking bookings, tracking payments and issuing joining details where necessary to CRAc students
* Moderating the CRAc Student Facebook group
* Ensuring all CRAc students are logged onto the CRM system
* Developing course materials, such as downloadable forms, notes, workbooks
* Uploading courses onto the Learning Management System on the CRAc website
* Researching other training offers to help ensure we keep in line with market trends such as pricing, delivery platforms, etc.
* Preparing and sending out information on the Academy to clients
* Answering queries from students and charities about accessing courses
* Being the first port of call for any CRAc enquiries

**Project support**

* Working with the CRC team to undertake parts of projects for clients. This may include:
* Analysing data, setting up and populating spreadsheets
* Undertaking research
* Requesting and collating information from the client or from across the sector
* Issuing Terms & Conditions at the start of a project and ensuring this is completed and signed
* Being first port of call for basic client enquiries

**About you**

* We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates as these people are currently under-represented throughout our sector
* An accurate worker with great attention to detail
* An organised and systematic approach to work
* Experience of working on spreadsheets and/or databases
* Experience of working on websites would be an advantage but isn’t essential as we can provide training – but a willingness and ability to learn is important
* Great written and verbal communication skills
* An interest in charity retail and sustainability - having been a charity retail volunteer would be a bonus
* Skilled and knowledgeable in the use of Facebook, Twitter and other social media platforms
* Motivated and able to work unsupervised from home

**What we provide:**

* We will top up the Government’s contribution of the minimum wage to the Living Wage.
* A comprehensive induction and training programme either one to one or via relevant courses supplied by other providers.
* Access to all the courses available from our training arm, The Charity Retail Academy.
* Regular supervision – both online and face to face as circumstances allow.
* Meaningful and creative work that will make a huge impact to our business.
* The opportunity to be part of and shape our small and busy business for the future.
* The resources needed to enable you to carry out this role (e.g. a laptop) for the duration of the Kickstart project.
* The opportunity to be shortlisted for promotion to any temporary or permanent roles within the business.