

Retail & Online Sales Assistant Candidate Pack



Because growing
up can be hard





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Welcome to Children North East

Children North East is a large North East based children's charity that works across the region, with some work extending across England, Wales and Scotland. We exist because growing up can be hard. We want all babies, children and young people to be happy and healthy, and to grow up feeling safe and loved, resilient to the challenges they may face, and valued and confident.

We have a strong children's rights ethos and believe that real, lasting social change is achieved when those who are experiencing or have experienced issues lead that change. We work both directly with babies, children and young people, and in their families, schools and communities, delivering services, support and interventions that provide a platform to work through issues, take action and provide tools for individuals and communities to reach their full potential.

Retail & Online Sales Assistant

Purpose of the Role

This is a dual-aspect role. You'll spend part of your time working with staff and volunteers to sort out donations and provide a brilliant in-store experience for customers and donors. The rest of the time, you'll be supporting our Retail Manager in building our online sales through platforms like eBay and Vinted. You'll spot the items with online potential, style them, photograph them, create eye-catching listings and help turn donations into vital income for our charity.

Salary

£25,877 per annum full time (37 hours per week).
This will be pro-rated if part time hours
(15 hours per week) agreed.

Hours

This role has full-time (37 hours) or part-time
(15 hours) options available.

Length of Contract

Permanent.

Closing Date

Tuesday 18th August 2026 at 12 noon.



Our Organisation

Who We Are Today



Our services, support and interventions are delivered to babies, children and young people and their families, from prenatal up to age 25. We have a region-wide presence, with focused activity in Northumberland, and North Tyneside, with an ambition to grow our work and have a stronger presence across the North East in the coming years.

Delivery includes therapeutic services, mental health support, youth work, domestic abuse support, family support, community-based initiatives, participation and consultation activities and our UK wide Poverty Proofing© initiative.

We want to lead systemic change and do this by campaigning on issues affecting babies, children and young people; challenging those in positions of influence at all levels who make decisions affecting the lives of babies, children and young people; and working to influence social policy and system change to address obstacles preventing babies, children and young people growing up happy and healthy.

Where We Are Going

Recent national and global events have seen the need for our services increase within the region and beyond. Our five-year strategy seeks to grow our capacity to meet the needs of babies, children, young people and their families when we can make the biggest impact on their lives.



The strategy, which launched in 2021, focuses on three primary objectives: Sustainability and growth, reach and impact. Key objectives include growing the impact of our work by diversifying our portfolio of activities, bringing in new income streams, growing our audiences and campaigning on behalf of our communities. We also recognise that our power is in our people, so we are investing in strengthening our workforce through different initiatives, from investing in learning and development to developing employee ambassadorship.

You can view [the full 2021 to 2026 strategy on our website](#).

Where We Began



Our charity has been helping children and young people grow up healthy and happy since 1891. Originally named the Poor Children's Holiday Association (PCHA), our purpose was to offer support to the children living in poverty by giving them a 'hand up, not a handout', an ethos we pursue to this day.

We were founded by John H. Watson and John T. Lunn, who wanted to take action to improve the health of children living in the slums of Newcastle. What started as a single day trip to Tynemouth for 120 inner-city children, caught the public's imagination and very soon weekly trips were being organised, paid for through public donations.

A rich history followed, as the charity grew and innovated to meet the changing needs of children over time, including clubs and community activities, children's homes and TB Sanatoriums. To learn more about our history and what connects the start of our 130-year journey with the charity we are today, watch our short anniversary film [You Are Not Alone](#).





We want all babies, children and young people to...

Be healthy and happy... and to grow up feeling:

- safe and loved
- resilient to challenges they may face
- valued and confident

Leadership

Campaign on issues affecting the babies, children and young people we support

Challenge those in positions of influence at all levels who make decisions affecting the lives of babies, children and young people

Influence social policy and system change to address obstacles preventing babies, children and young people growing up happy and healthy

Support, Services & Interventions

- Therapeutic Services
- Mental Health Support
- Youth Work
- Domestic Abuse support
- Community based initiatives
- Family Support
- Poverty Proofing©
- Participation and Consultation

Leadership: Working with partners, agencies, local and national government to campaign, challenge and influence

Services: Providing a platform to work through issues

Because growing up can be hard, our work focus on four interconnecting strands

Support: directly with individuals & families

Interventions: We take action with the people we work with to support them to reach their potential

Retail & Online Sales Assistant

Purpose of the Role

Love fashion? Always hunting for hidden gems? Know your H&M from your Hermes and your Le Creuset from your IKEA?

If you are someone who gets excited about pre-loved fashion, beautiful homeware, and finding amazing items that deserve a second chance, then this could be the perfect role for you.

We are looking for a motivated and compassionate Retail Sales Assistant to join the team in our flagship boutique in Morpeth, Northumberland.

This is a dual-aspect role. You'll spend part of your time working with staff and volunteers to sort out donations and provide a brilliant in-store experience for customers and donors. The rest of the time, you'll be supporting our Retail Manager in building our online sales through platforms like eBay and Vinted. You'll spot the items with online potential, style them, photograph them, create eye-catching listings and help turn donations into vital income for our charity.

This is a fantastic opportunity for someone who loves retail but wants something a little different. You will have the chance to shape our online shop, bring your own ideas, and make a real impact while helping support the work of our charity.

Ready to turn pre-loved treasures into something amazing? We'd love to hear from you.

Line Management Responsibilities

- You will report directly into the Retail Manager.
- This role has no line management responsibility.

Main Responsibilities

In-store

- Provide a warm and welcoming experience for all customers and donors
- Work with volunteers to receive donations, including sorting, pricing, and identifying potential online sales items
- Process transactions and Gift Aid process accurately
- Ensure the shop floor is clean, well-presented, and safe at all times



- Support stock rotation and merchandising to maximise sales
- Promote the charity's mission and values to customers and the local community
- Assist with store opening and closing procedures.
- To cover Assistant Manager duties where required.

Online

- Identify items suitable for online sale and support listing them on platforms (e.g. eBay, Vinted, etc.)
- Researching brands and resale values
- Photograph, describe, and upload products for online listings
- Package and dispatch online orders promptly and accurately
- Monitor online sales activity and help maximise income through effective listings

Across both aspects of the role, the candidate will need to:

- Work collaboratively with staff and volunteers, offering support and guidance where needed

What you'll bring

- Customer service or retail experience.
- A love of fashion, homeware and discovering hidden gems.
- Great people skills and a positive attitude.
- Good organisation and attention to detail.
- Confidence using technology and a willingness to learn.
- A team-focused approach and commitment to our values.

It would be great if you also have

- Experience selling online (eBay, Vinted or similar).
- An eye for quality brands and resale opportunities.
- Experience with charity retail or volunteering.
- An interest in sustainability and pre-loved shopping.



Personal Qualities

- Problem-solving – handling complaints and resolving customer issues efficiently.
- Empathy and patience – particularly important when representing a charitable organisation.
- Strong time management skills.

Health & Safety Roles & Responsibilities

- Employees/sessional workers have a statutory duty to take reasonable care of themselves and others who may be affected by their acts or omissions at work.
- Employees/sessional workers must also comply with Children North East's health and safety arrangements.

Additional Duties

- It is the nature of the work of Children North East that tasks and responsibilities are in many circumstances unpredictable and varied. All staff and sessional workers are therefore expected to undertake work which may not be specifically covered in the job description. These additional duties will be compatible with the regular tasks and duties.



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Reward, Benefits, Terms and Conditions

Salary

£25,877 (Scale point 24) per annum full time (37 hours per week). This will be pro-rated if part time hours (15 hours per week) agreed.

Hours

This role has full time (37 hours) or part time (15 hours per week) options available. Due to the varied nature of the duties, a flexible approach will be required and may include evenings. Time off in lieu may be taken following agreement of the line manager. We are very proud to be a flexible employer. Please feel free to discuss any flexible working requests at interview.

Place of Work

This post is based at our Flagship Shop Children North East Est 1891, 42 Bridge Street Morpeth, NE61 1NL.

Length of Contract

This role is permanent.

Holiday Entitlement

Full-time employees are entitled to 30 days a year plus statutory and general national holidays. This is pro-rated for part-time staff.

Probationary Period

There is a 6-month probationary period for this position.

Car Allowance

A casual car user allowance applies to this post.



Period of Notice

One months' notice from either the employee or the organisation is required (one month during the probationary period).

Parental Benefit

There is an occupational maternity pay scheme for staff who have 12 months continuous service and we offer 2 weeks partner/paternity leave at full pay. We also offer an occupational adoption pay scheme for staff who have 12 months continuous service.

Sick Pay

There is an occupational sick pay scheme at Children North East.

Pension Scheme

There is a staff pension scheme in which the organisation also contributes 7.25% of staff members' salary.

Health Care

All staff members who are contracted over a ten-month period are entitled to join the organisations private health care scheme.

Saving Scheme

A saving scheme is available so that staff can choose to save part of their salary. This is then paid back to staff on request.

Bus Passes

The cost of an annual bus pass used for a member of staff's work can be paid in 12 monthly amounts, deducted from their salary.



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How to Apply

Please visit the "Our Vacancies" section of our website at www.children-ne.org.uk/work-with-us/vacancies to apply. Please note CVs will not be accepted.

We welcome a diverse range of applications and are passionate about promoting equality, and valuing diversity. We welcome applications from all suitable qualified persons particularly black, Asian and minority ethnic applicants, as these groups are currently under-represented in our workforce.

Closing date

Tuesday 18th August 2026 at 12 noon.

Interview date

Thursday 3rd September 2026 at our Flag ship shop. Children North East Est 1891, 42 Bridge Street Morpeth, NE61 1NL.

Contact

Please contact our HR team if you have any questions regarding the role on 0191 256 2444 or hr.team@children-ne.org.uk

