

## JOB DESCRIPTION

**Job Title:** General Assistant / Driver  
**Location:** QVSR Tilbury Seafarers Centre  
**Reporting to:** Centre Manager  
**Position Type:** Permanent  
**Hours of Work:** 14 hrs per week average

### Role Overview

The Role of the General Assistant is to support the Centre Manager in the smooth operation of the Seafarers' Centre by providing a welcoming and clean environment for seafarers, external visitors, and the wider community. As a small charity organisation, flexibility is needed as duties will include driving the minibus, cleaning, and assisting in the smooth running of the centre. Furthermore, GAs should ensure that in the discharge of their duties, they comply with all QVSR Seafarers' Centres policies and legislation. This role will include weekend and evening working.

### Key Duties & Responsibilities

- Provide a welcoming environment to visiting seafarers and external customers.
- Ensure all areas of the centres are always tidy and report any defects or maintenance issues
- Support Centre managers in managing all aspects of the operation of the seafarers' centre bar and shop in line with QVSR seafarers' centre policy and procedure to provide the best service to seafarers.
- Assist seafarers with phone top-ups and data SIMs, and with connecting to the internet.
- Support maintenance of a 'bureau de change' facility for seafarers in line with current legislation.
- Assist in maintaining adequate stock of all items for sale and conduct monthly stock takes.
- Enter all sales through the till
- Process customer payments using cash or centre's point of Sale (POS) system
- Service of drinks
- Perform centre assistance duties in maintaining and running the centre
- Perform opening and closing of centre on time
- Display Merchandise in a well organised manner
- Assist seafarers in locating the products and merchandise they need
- Follow standard operating procedures in line with QVSR mission, vision, values, policies, procedures, and systems
- Maintain good working relationship with chaplains, volunteers, and other stakeholders
- Undertake, as required, any other duties within the daily operation of the seafarers' centres to maintain delivery of service
- Ensure the vehicle is checked weekly and is maintained and any issues brought to the attention of the centre manager

## **Competencies and qualifications**

### Knowledge

- GCSE level or equivalent - Essential
- Knowledge of Microsoft Office software - Essential

### Experience

- Retail or Hospitality experience – Essential
- Customer service - Essential

### Skills

- Full Clean Driving License - Essential
- Flexibility - Essential
- Detail-oriented - Essential
- Great customer service skills - Essential
- Effective communication skills - Essential

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.