



Hopefield Animal Sanctuary, Sawyers Hall Lane, Brentwood, Essex, CM15 9BZ

www.hopefield.org.uk

01277 201110

office@hopefield.org.uk

Registered Charity Number 1181186

“Saving Animals Together Since 1983”

Gift Shop Assistant Job Description

Location: Hopefield Animal Sanctuary, Brentwood

Days: Saturday & Sunday (*additional shifts available during school holidays*)

Hours: 9:30am – 3:00pm (*until 4:00pm during events and school holidays*)

Salary: £8.00 – £12.71 per hour (*National Minimum Wage depending on age*)

Contract: Seasonal (until mid-December)

About the role

We're looking for a friendly and reliable Gift Shop Assistant to join our team at Hopefield Animal Sanctuary.

The gift shop is where many visitors have their first interaction with the sanctuary, so creating a warm and welcoming experience is key. You'll be greeting visitors, scanning tickets, helping with purchases and ensuring the shop is clean, organised and well stocked.

This is a great role for someone who enjoys working with the public in a busy, positive environment and would like to be part of a team supporting a much-loved animal sanctuary.

Key responsibilities

- Welcome visitors to the sanctuary and scan tickets from their phones
- Take payment for visitors who haven't pre-booked tickets (*including collecting Gift Aid details where applicable*)
- Process payments for gift shop purchases
- Keep the gift shop clean, tidy and well presented
- Re-stock shelves and price up items
- Help provide a friendly and positive visitor experience

Requirements

- Friendly and approachable with good customer service skills
- Confident handling payments and interacting with visitors
- Reliable and punctual
- Able to work weekends and busy event days
- Interest in animals or animal welfare is desirable

Benefits

- Company pension
- Discounted or free food
- Employee discount
- On-site parking

Please note: This is a seasonal role until mid-December, as the sanctuary closes to visitors during the winter months.