

## Job Description

**Post Title:** LIFE Shop Coordinator

**Responsible to:** Retail Development Operations Manager

---

**Responsible for:** Shop Volunteers

---

### Main purposes of the Job:

---

1. To ensure that health and safety policies are implemented
2. To ensure that the daily takings are banked according to LIFE procedures
3. To post the correct finance and volunteer forms to Head Office every month
4. To be responsible for completing the volunteer rota ensuring that the shop has the operate numbers of staff when it is open.
5. To ensure all LIFE's Policies and Procedures and communications are communicated to the shop volunteers
6. To communicate to the RDOM on a monthly basis on the premises, volunteers and takings, as well as to inform if there are concerns regarding breaches to LIFE's Policy and Procedures.
7. To alert RDOM whenever there are problems with the fabric of the premises or shop equipment

### Key Achievement Areas:

---

#### Finance:

- 1) To bank shop takings according to LIFE policies/procedures.
- 2) To complete the appropriate finance forms and send to Head Office as outlined in the procedures

### **Premise and Security:**

1. To be responsible for informing the RDOM on all maintenance and security issues regarding the shop.

### **Health and Safety:**

- 1) To ensure that the daily operations of the shop are carried out according to LIFE's health and safety policies. The shop coordinator will be guided by the RDOM in this.

### **Strategy and Communication:**

1. To send Head Office monthly sales figures, petty cash figures and volunteer agreement forms.
2. To be available to have monthly 121 with the RDOM for updates on finance, volunteers and the premises

### **Coordinating Volunteers:**

1. To ensure that a shop rota is drawn up every month and will help to ensure the shop is covered.
2. To be responsible for communicating all new LIFE Shop policies with existing and new volunteers.
3. To collate the contact details of all shop volunteers within the Shop and send volunteer agreement forms to Head Office.

### **Key Personal Contacts:**

---

<b>Internal:</b>	RDOM
------------------	------

---

### **Special Features of Job:**

---

No job profile can cover every issue which may arise within the post at various times, and the job holder is expected to carry out other duties as requested by the Retail Development and Operations Manager from time to time.

**Section Organisation: Retail Department**

	<b>Person Specification</b>
--	-----------------------------

<b>Personal skill characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
<b>Coordinating Volunteers</b>		
Communicates effectively and openly at all levels.	<b>x</b>	
<b>Administration and Networking</b>		
Competent administration and numeracy skills	<b>x</b>	
Good organizational skills, with the ability to plan		<b>x</b>
Good contacts within the community		<b>x</b>
Computer literate, with knowledge of MS Office		<b>x</b>
Good written/oral communication and presentation skills		<b>x</b>
<b>Experience/Knowledge/Qualifications</b>		
A good standard of general education		<b>x</b>
Experience of dealing with members of the public		<b>x</b>

<b>Personal Qualities</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
Committed to the aims and ambitions of the charity	✓	
Approachable and helpful personality.	✓	
Ability to work on own initiative.	✓	
Ability to handle a range of work and meet targets and deadlines	✓	
Flexible approach to working time	x	
Understands the importance of equality for all people whether employees or customers	✓	
Ability to motivate others and work as part of a team	✓	
Ability to work with people at all levels.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	
Trustworthy character	✓	

**Prepared by: Eireann Janssens Retail Development Operations Manager – January 2015**