

Job Description

Post Title: Shop Assistant

Responsible to: Shop Manager

Responsible for: Shop Volunteers

Main purposes of the Job:

Assisting the Shop Manager:

1. In overseeing the daily operation of the shop.
2. To help ensure that the shop layout is clean and attractive.
3. To help ensure that the volunteers are supported through their volunteering experience in the shop.
4. To deputise for the shop manager/deputy manager when they are not in the shop, this includes opening and securely shutting the shop and cashing up at the end of the day.

Key Achievement Areas:

Retail:

1. To assist in making sure that the environment and layout of the shop, as well as the window display are maintained to a high standard.
2. In the absence of the shop manager, to be responsible for the cashing up at the end of the day. Completing all shop financial forms in accordance with LIFE policies and procedures.
3. To assist in consistent stock rotation within the shop.
4. To help maintain the shop equipment in good order.

Premise and Security:

1. To be a key holder of the shop in the absence of the manager to ensure that the shop is properly secured at the end of the day.
2. In the absence of the shop manager, the shop assistant is responsible for the security of the shop takings, including cashing up and the safe storage of the shop takings.

Health and Safety:

1. In the absence of the shop manager, the shop assistant is responsible for ensuring that the health and safety checks have been completed and documented in line with LIFE policies and procedures.

Volunteers:

1. In the absence of the shop manager, to provide support and guidance to all shop volunteers.

Key Personal Contacts:

Internal:	Local Shop Manager
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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 shop manager and Retail Development and Operations Manager from time to time.

Section Organisation: Shops

Prepared by: Eireann Janssens– January 2015

Person Specification		
Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Supporting Volunteers		
Communicates effectively and openly at all levels.	✓	
Retail		
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows		✓
Innovation		
Willingness to contribute to the development of services.		✓
Administration and Networking		
Competent administration and numeracy skills		✓
Good organizational skills, with the ability to plan		✓
Experience/Knowledge/Qualifications		
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	
Personal Qualities		
Committed to the aims and ambitions of the charity	✓	
Approachable and helpful personality.	✓	
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Ability to work on own initiative.	✓	

Personal Qualities cont.	Essential (Tick)	Desirable (Tick)
Flexible approach to working time		✓
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	✓	