

Job Description

Post Title: Shop Assistant

Responsible to: Shop Manager

Responsible for: Shop Volunteers

Main purposes of the Job:

1. To assist the shop manager in overseeing the daily operation of the shop. In this, she will be guided by the shop manager.
2. To help ensure that the shop layout is clean and attractive in accordance with the wishes of the shop manager.
3. To help ensure that the volunteers are properly supported, according to the guidance of the shop manager.
4. To ensure that the shop is run properly in the absence of the shop manager and according to the wishes of the shop manager.
5. To be responsible for the financial management of the shop and the opening and closing of the shop on the days the shop manager is absent

Key Achievement Areas:

Retail:

1. To assist the shop manager in making sure that the ambience and layout of the shop, as well as the window display are maintained to a high standard. The shop assistant will be guided by the shop manager.
2. In the absence of the shop manager, the shop assistant will do the cashing up at the end of the day and will fill out the proper finance forms in accordance with LIFE policies and procedures.

3. To assist the shop manager in ensuring that there is an effective stock management and that there is a consistent stock rotation within the shop. The shop assistant will be guided by the shop manager
4. To help maintain the shop equipment in good order.

Premise and Security:

1. To be the main key holder of the shop in the absence of the shop manager
2. In the absence of the shop manager, the shop assistant is responsible for the security of the shop takings, including 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 daily operations of the shop are carried out according to LIFE's health and safety policies. The shop assistant will be guided by the shop manager in these matters.

Volunteers:

1. In the absence of the shop manager, the role of the shop assistant is to ensure that the volunteers are safe and that they follow LIFE policies and procedures.

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	✓	