



JOB DESCRIPTION

POST: Charity Shop Assistant

HOURS: 24 hours per week

Responsible to: Shop Manager

Salary, conditions and holidays

- Salary: £12.71 per hour
- Part-time
- 17 days holiday per year
- Probation period: 3 months

Hours of work

Working 3 days per week on a rota covering 6 days including Saturday from 8.30am – 5.00pm with half an hour for lunch, PLUS holiday/sickness cover for other team members.

JOB SUMMARY

To assist in the management of all aspects of a Charity Shop and its volunteers, working within the shop with the aim of achieving optimum profit.

MAIN DUTIES AND RESPONSIBILITIES

- ♦ Ensuring that the shop sales performance is maximised, maintaining extremely high standards of stock quality control, actively seeking ways to improve the shop's performance on a continual basis.
- ♦ Assist with the training and management of volunteers to ensure the efficient running of the shop, and to encourage team building and an active involvement in shop duties.
- ♦ Utilising volunteers appropriately within the shop to ensure that it can be open for the agreed hours and operate to minimum standards.
- ♦ Assist with the management of supported employment and other structured volunteer placements.
- ♦ Daily responsibility for cash handling and associated administration, ensuring that all till operation are carried out in accordance with Pawprints Dog Rescue policies and procedures.
- ♦ Help maintain excellent visual merchandising standards within the shop, and attractive, themed window displays.
- ♦ Responsible for security, opening and closing of the shop and keeping a strict list of key holders.

- ♦ Ensure that a high standard of housekeeping is followed by everyone working on the premises, both on the shop floor and in the back office; creating an environment that is pleasant and safe for customers, shop staff and volunteers.
- ♦ Assist with the management of all aspects of stock reception and preparation, ensuring stock processing levels are sufficient to achieve required shop floor density, encouraging stock donations at all times.
- ♦ Adhering to the established sorting, pricing and merchandising policies and standards to enforce stock rotation.
- ♦ Ensuring the necessary waste and rag collections are carried out, donations are processed and the shop remains clear of clutter.
- ♦ At all times demonstrating excellent customer service, always promoting good practice within the shop and providing guidance, feedback and coaching to the shop team as required, notifying the Manager of, and dealing with customer complaints, both effectively and efficiently.
- ♦ Educating the public and promoting the good name of the Charity in general, through the effective use of information, campaign and promotional material in the shop..
- ♦ Assist with the setting up of standard operating procedures
- ♦ Complying with Pawprints Dog Rescue policies, particularly in relation to shop security and Health & Safety regulations and the completion of general administration tasks to required deadlines. This includes informing the Manager of any areas of non-compliance.
- ♦ Undertaking and recording regular Health and Safety inspections of the premises and reporting any issues or concern and non-compliance to the Manager.
- ♦ Working in conjunction with the Manager to ensure compliance with Charity Law, Trading Regulations, Inland Revenue, VAT, Retail Law, Society Policy and best practice.
- ♦ Meeting any required performance standards and targets, by motivating, managing and supporting volunteers.
- ♦ Presenting a positive and professional image to customers, staff and volunteers at all times, being an ambassador for Pawprints Dog Rescue.
- ♦ Undertaking all duties safely and in a way that values others, does not discriminate and promotes equality.

This job description summarises the main duties and responsibilities of the post: The post holder may be required to undertake other appropriate duties, which are within their capabilities, or for which training has been given.