

Charity Shop Assistant

Job description and personal specification



Job title: Charity Shop Assistant

Accountable to: Operational Business Manager

Purpose

The Branching Out charity shop comes under the Operational Business Management arm of the Charity, their purpose is to support financially the aims of the Charity.

Responsible for the effective operation of the charity shop to maximise sales and profit through effective use and processing of the Volunteers, stock and premises.

Key Tasks and Responsibilities:

- ✓ *To take responsibility for opening/closing and running the shop on Sundays and at other times as required.*
- ✓ *To act as key holder for the shop on a Sunday.*
- ✓ *To provide cover for other staff from time to time as required. In an emergency you may be asked to cover at short notice.*
- ✓ *To sort and steam donations.*
- ✓ *Maintain company values.*
- ✓ *To apply cash register procedures.*
- ✓ *Maintain good customer service skills.*
- ✓ *Promote Gift Aid and recruitment of volunteers.*
- ✓ *Help maximise the sales potential of stock.*
- ✓ *To ensure shop housekeeping is to company standards.*
- ✓ *To use new technology as required.*

Our Values:

- ✓ *To promote an environment in the shop to allow staff and volunteers to work independently, in a cooperative, friendly environment.*
- ✓ *To promote and implement our Company values with volunteers when coming into contact with members of the public, other volunteers and staff.*

General:

- ✓ *To carry out tasks and responsibilities with an understanding of and commitment to Branching Out equal opportunities policy.*
- ✓ *To do all within your powers to keep company property secure and in good working order.*
- ✓ *To carry out any additional duties within the spirit of the post as required*
- ✓ *To participate in Appraisals as required.*

Administration:

- ✓ To apply cash register procedures.
- ✓ To apply Trading Standards Regulations in the shop.

Premises Management:

- ✓ To ensure shop housekeeping is to company standards.
- ✓ To take responsibility for the shop, appearance and cleanliness including exterior areas.
- ✓ To inform the Line Manager of necessary repairs and maintenance.
- ✓ To ensure the sorting room is maintained as a clean, obstacle free and functional area at all times.

Security:

- ✓ To provide best circumstances for the personal security of all.
- ✓ To implement security procedures.

Health & Safety:

- ✓ To apply company Health & Safety regulations.
- ✓ To ensure that health and safety procedures are understood and implemented by all Volunteers.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role Charity shop Assistant with Branching Out

Personal Specification

Quality	Essential	Desirable	Assessment
Level 2 Diploma or equivalent in Customer Service		✓	
Training in Manual Handling, Fire Safety, Infection Control, COSHH		✓	
GCSE 5 A*-C or equivalent including English and Maths.		✓	
Experience			
Working with volunteers		✓	
Working with a team		✓	
Working independently	✓		
Working with policy and procedures	✓		
Following legislation	✓		
Transferal skills from other life experiences		✓	
Skills			
Communication - clear and consist verbal, written and telephone, to meet the appropriate needs for the customer and organisation.	✓		
Listening skills - listening to the customer and take time to understand.	✓		
Practical use of computers to complete required job role paperwork and effective communication	✓		

Good literacy and numeracy skills for completing till working.	√		
Skills to organise practical activities etc, donation sorting.	√		
To be familiar with Health and Safety legalisation and to promote safe working practices.	√		
Demonstrated ability to work with colleagues professionally	√		
Show professional conduct at all times	√		
Attributes			
Problem solving, with the ability to work through difficult situations seeking support from others	√		
Reflective practice and an understanding of the importance to reflect on own working	√		
Can exercise confidentiality	√		
Are aware of difference in beliefs, values and attitudes.	√		
Honesty in all aspects of working life	√		
Self-motivate	√		
Positive about responsibility	√		
Excellent planning and preparation skills	√		
Ability to manage changes and work flexible at all times.	√		
Commitment to training and continue professional development to improve working practice	√		
Able to work flexibly and respond effectively to changes in workload and the need of the shop	√		
Have a positive, can do attitude and ability to balance that with the needs of the shop.	√		

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff must respect the requirements set out in the Data Protection Act 1998. All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc. Act 1974

I have been given a copy of this document and I agree that this is a true copy of the Job Description.

Signed Date

A copy of this document to be retained in Personnel File