

<b>Title:</b>	<b>Charity Shop Retail Assistant</b>
<b>Responsible to:</b>	<b>The Charity Shop Manager</b>
<b>Salary:</b>	<b>Competitive</b>
<b>Duration:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>7.5 hours per week, plus holiday / sickness cover</b>
<b>Location:</b>	<b>Torquay</b>

---

## **JOB DESCRIPTION**

### **MAIN PURPOSES OF THE JOB**

- To be the point of contact for Shekinah's Charity Shop in the absence of the Manager.
- To assist in developing shop activities to maximise revenue potential including retail gift aid.
- To be proactive in promoting the shop to the wider public.
- To assist in the collection, sorting and pricing of donations.
- To assist in recruiting and supervising volunteers.

### **PRINCIPAL ACCOUNTABILITIES**

1. Act as a role model in all you do and represent the organisation professionally and positively in accordance with our behaviours and values.
2. Work within relevant Health and Safety guidelines to maximise the safety of people using Shekinah services, staff and visitors.
3. To develop professionally and to identify opportunities to improve the level of service Shekinah offers to the people using our services.
4. Follow all policies and procedures and in particular those in respect of Risk Assessment and Safety Planning, Professional Boundaries and Lone Working, Safeguarding Adults and Safeguarding Children and other good practice guidelines or legislative requirements as required.
5. Any other reasonable duties required of you in your role as required

This job description covers the current range of duties and will be reviewed from time to time. It is Shekinah's aim to reach agreement on changes, but if agreement is not possible, Shekinah reserves the right to change this job description.

## **REHABILITATION OF OFFENDERS ACT 1974**

Because of the nature of the work involved in this post, this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. It is a condition of employment that all convictions are disclosed in advance.

### **PERSONAL QUALITIES**

- Must have experience of working in a sales targeted environment.
- A non-judgemental approach to working with everyone accessing the service.
- Ability to self-motivate and use own professional judgement in developing working activity.
- Ability to be responsive and flexible in approach to work, as well as adaptable to change when necessary.
- Make a positive contribution to effective team working.
- Must have a proactive and positive attitude.
- Ability to manage own workload in order to fulfil outcomes.

### **ROLE PROFILE**

#### **MAIN DUTIES AND RESPONSIBILITIES**

1. To be the point of contact and oversee all aspects of the shop in the absence of the manager.
2. To assist with the day-to-day operational activities of the shop.
3. To assist in the receipt of all donations.
4. To assist with the sorting, cleaning and selling of the goods.
5. To help ensure that the shop is physically appealing to the customers, ensuring that it is always clean and tidy.
6. To carry out stocktaking when requested by the manager.
7. To assist in recruiting, interviewing, inducting and training volunteers to work in the shop, when required.
8. In the absence of the manager, to ensure that there is adequate volunteer cover throughout shop opening hours.
9. In the absence of the manager, to ensure that the Policies and Procedures of Shekinah and of the Charity Shop are adhered to by all volunteers.
10. To handle petty cash, where required.
11. To attend monthly staff meetings.

12. To undergo training if deemed appropriate by the line manager.
13. Carry out other additional safe and reasonable duties relating to the above, under the direction of the line manager, which may on occasion be deemed necessary.

#### MAIN DUTIES AND RESPONSIBILITIES: ADMINISTRATION

1. To provide information and reports as directed by the line manager.
2. Complete monitoring information as requested.
3. Maintain safe systems of work.
4. To carry out other safe and reasonable additional duties relating to the above, under the direction of the line manager, which may on occasion be deemed necessary.