

Age Concern Durham County trading as Age UK County Durham

JOB DESCRIPTION

Post	Shop Assistant (26.06)
Responsible to	Retail Operations Manager
Based at	Superstore, Belmont Business Park, Durham DH1 1TH
Hours of work	12 hours per week (in 4 hour shifts over 3 days with flexibility) Some bank holiday work may occasionally be needed for which time off in lieu will be given.
Salary	£24,454 per annum pro rata with up to 5% pension contribution to Organisation's Pension Scheme
Holiday Entitlement	36 days per annum (pro rata) including statutory holidays and Christmas closedown

Purpose

To provide a high quality retail service, achieving agreed sales and performance targets to maximise income for the charity.

Key tasks

1. In the absence of the Shop Manager to be responsible for the continued operation of the shop and carrying out all necessary procedures for opening and closing the shop and yard.
2. To provide excellent customer service.
3. To be familiar with the electronic point of sale system, to operate the till, and to carry out cashing up procedures.
4. To follow agreed pricing procedures.
5. To accept donations from members of the public and assist with carrying to the stock room.
6. To sort and process donations in line with shop procedures.
7. To actively promote Gift Aid to donors, follow the Gift Aid procedure and keep gift aided stock clearly labelled and separate until priced.
8. To be familiar with the shop stock and actively promote sales of goods.
9. Keep the shop and warehouse tidy at all times.
10. Re-stock the shop as required.
11. Assist the van driver in stock deliveries/collections as and when required.
12. Ensure that tasks are properly delegated to volunteers in accordance with their training and abilities.
13. Promote a happy working environment and to increase efficiency and job satisfaction.
14. To ensure effective communication between all levels of employee and volunteers.
15. To assist with the cleaning of the shop/stockroom including vacuuming, dusting, retouching displays, tidying rails and shelves etc.
16. Ensure that Health and Safety procedures are adhered to including the use of equipment provided to assist in moving heavy goods.

17. To attend staff meetings as required.
18. To complete any necessary forms, organise deliveries and collections.
19. To wear the shop uniform.
20. To undertake personal development as agreed between yourself and your line manager.
21. To carry out any other duties as reasonably requested by your Line Manager.

General terms and conditions

The appointment will be made subject to the receipt of satisfactory references and a Basic Data and Barring Service (DBS) check that meets the requirements of the organisation.

Age UK County Durham operates a no smoking policy in all of its premises.

Age UK County Durham is an equal opportunities employer.

PERSON SPECIFICATION

Essential

- Good level of general education
- Previous experience in the retail sector
- Previous experience of working in a team
- Experience of Electronic Point of Sale systems
- Excellent customer care skills
- Ability to interpret and implement working practices and procedures
- Ability to recognise stock potential in order to generate income
- Experience with cash handling and reconciliation
- Able to work weekends and public holidays.
- Able to work on own initiative and as part of team
- Excellent communication skills with the ability to build rapport with people of differing ages, backgrounds and cultural origins.
- Committed to achieving the highest retail standards at all times.
- Ability to lift and carry bags and boxes full of donated stock, including clothes and books, and light/heavy furniture
- A commitment to equal opportunities in all aspects of employment and services

Desirable

- An understanding of gift aid
- Experience of working with a charity
- Experience of working with volunteers

Method of assessment

Application form
Interview