

Post Title: Re-Use Shop Assistant

Reporting Line: Re-Use Shop Manager

Summary of post: The Re-Use Shop Assistant will assist the Re-Use Shop Manager and Re-Use Shop Deputy Manager in providing a high-quality retail service in relation to agreed performance targets. To hold the shop in the Re-Use Shop Manager/Re-Use Shop Deputy Manager's absence, undertaking all appropriate duties to ensure the continued operation of the shop.

Duties and Responsibilities

Assist the Re-Use Shop Manager and Re-Use Shop Deputy Manager in:

1. Maximising shop income and achieve performance targets.
2. Actively promote Gift Aid, sign up donors and achieve performance targets.
3. Implementing the highest standard of customer care and service.
4. Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
5. Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations and Warwickshire County Council site rules.
6. Hold shop keys where appropriate, opening and closing the premises in line with trading hours.
7. Accept, sort and price donated goods in accordance with Age UK Coventry & Warwickshire and Warwickshire County Council guide lines.
8. Ensure all items offered for sale are fit for sale, comply with legislation and undergo relevant function and safety checks.
9. Ensure compliance with Age UK Coventry & Warwickshire Policies and Procedures and relevant legislations.
10. Ensure that shops administrative and financial procedures are followed including daily banking, daily and weekly paperwork, maintenance of petty cash, performance reports and staff and volunteer records.
11. Bank takings daily, control petty cash and compile weekly returns.
12. Assist in achieving and maintaining PAT testing status.
13. Ensure security of cash, stock and premises, reporting any cash or stock shortfalls to the Retail Manager.

Age UK Coventry & Warwickshire

Registered Office
8 Clemens Street
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14. Undertake any administrative and financial procedures as directed by the Re-Use Shop Manager including accurately inputting required data in IT equipment within agreed timescales.
15. Support, train and co-ordinate the work of volunteers in the shop as required. Encourage an active interest in the shop and the work of Age UK Coventry & Warwickshire.
16. Attend and participate in company meetings as and when required.
17. Provide cover and support at other outlets as required.
18. Maintain good relations with the public, local council, landlords and neighbouring businesses.
19. Maintain absolute confidentiality with regard to all company information.
20. Work closely with the Re-Use Shop Manager and Re-Use Shop Deputy Manager to ensure any problems in the shop are resolved quickly and effectively.
21. Carry out such duties as may be required by the Re-Use Shop Manager and Re-Use Shop Deputy Manager, which are considered consistent with the duties and responsibilities of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

Please print name

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Person Specification: Re-Use Shop Assistant

	Essential	Desirable	Tested at:
Knowledge & Experience			
Basic knowledge of Health & Safety & Fire regulations. Ability to identify potential risks.	✓		Application & Interview
Experience of cash handling.		✓	A & I
Experience of working with EPOS systems.		✓	A & I
Previous experience gained in a retail/customer centred environment.		✓	A & I
Previous experience of communicating with a diverse customer base.		✓	A & I
Skills & Abilities			
Literate & numerate with good communication and interpersonal skills. Be able to relate to a wide range of people.	✓		A & I
The ability to work as part of an effective team.	✓		A & I
Personal Qualities			
Accepting and promoting the values and ethos of Age UK Coventry & Warwickshire	✓		A & I
Flexible approach to work	✓		A & I
Awareness and understanding of equal opportunities	✓		A & I
Additional Circumstances			
Processing stock deliveries will regularly involve carrying and moving (sometimes heavy) bags of stock. You will also be on your feet for long periods of time			
On occasions may be required to work on own within shop			

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