

## **Role Outline**

**Job Title:** Charity Shop Assistant

**Reporting to:** Retail Manager

**Working Hours:** 1 x 18 hours | 1 x 24 hours

**Location:** Gateshead

**Salary:** £12.21 per hour

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## **Background to the Role**

Age UK Gateshead is a registered charity delivering a range of services for older people across the borough. Our work supports older adults to live healthier, more connected lives by reducing social isolation and promoting access to activities and services that enhance physical, mental, and emotional wellbeing.

This new post plays a key role in delivering Age UK Gateshead's Strategic Plan (2025–2026), particularly in supporting our goal to:

- Grow unrestricted income to create long-term financial sustainability and mitigate organisational risk.
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## **Main Purpose of the Role**

To support the Retail Manager in the daily operations of Age UK Gateshead's charity shop(s), ensuring a high-quality, customer-focused retail service. You'll work to achieve agreed sales targets, maximise income for the charity, and help create a welcoming and engaging environment for customers, volunteers, and donors.

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## **Main Duties & Responsibilities**

- Maintain a clean, tidy, and well-presented retail environment with attractive displays.
- Deputise for the Retail Manager during periods of absence, ensuring smooth and continued shop operations.
- Support, train, and coordinate shop volunteers, fostering a positive, inclusive, and motivated team culture.
- Manage stock processing, including sorting, pricing, recycling, and maintaining quality control.
- Deliver excellent customer service, ensuring a warm and helpful experience for every visitor.
- Assist in the rotation of stock between charity shops as directed.
- Ensure accurate administration of financial procedures including banking, card and cash reconciliation, and weekly reporting.

- Support marketing and fundraising efforts through shop-based promotions and community campaigns, such as stock appeals.
- Help coordinate logistics, including the **collection and delivery of donated goods, including lifting and moving furniture and other large items**, ensuring proper handling and health & safety standards are followed.
- Assist a staff member with a global learning difficulty in day-to-day shop tasks.
- Maintain a flexible and adaptable approach to support the shop and wider retail team as needed.

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## General Responsibilities

- Comply with relevant charity retail legislation and sector best practices.
- Adhere to Age UK Gateshead's organisational policies and procedures, particularly regarding confidentiality, equality and diversity, and health and safety.
- Work within quality assurance frameworks, including ISO9001.
- Attend required training, team meetings, and cross-service collaboration sessions.
- Be willing to work occasional unsocial hours (evenings/weekends) when required.
- Undertake any other duties as reasonably requested by the Chief Executive.

*Note: This job description is not exhaustive and may evolve over time in response to service needs and organisational priorities.*

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## Person Specification

### Essential Criteria

Requirement	Application Interview	
Good general standard of education	✓	
Experience working in a busy retail environment and meeting sales targets	✓	✓
UK driving licence	✓	✓
Excellent customer service and conflict resolution skills	✓	✓
Creativity in visual merchandising and shop/window displays	✓	✓
Administrative skills and ability to use CRM or digital records	✓	✓
Flexibility and adaptability to service needs	✓	✓
Willingness to travel between retail sites	✓	✓
Accuracy in managing cash and processing transactions	✓	✓
Commitment to ongoing personal development and training	✓	✓
Confidence to deputise for the Shop Manager when required	✓	✓
Ability to work independently and as part of a team	✓	✓
Willingness to work occasional evenings and weekends	✓	✓

Requirement	Application Interview	
Ability to promote the shop and increase visibility locally	✓	✓
<b>Physical ability to safely lift, carry and move furniture and other heavy donated items</b>	✓	✓

#### Desirable Criteria

Requirement	Application Interview	
Experience working with individuals with a global learning difficulty	✓	✓
Experience working in a charity retail setting	✓	✓
Experience coordinating or supporting volunteers	✓	✓

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#### Additional Information

- All contracts are subject to a six-month probationary period.
- Holidays: 25 days annual leave (pro-rata) plus public holidays.
- Pension: 3% employer contribution following successful completion of 3 months' service.
- This role will require an **enhanced DBS check**.