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| Job Title: |  |
| **Salary:** | £4,399.20 per annum |
| **Hours:** | Part time – 9 hours average per week. |
| **Days and Times:** | Monday to Saturday, 9.45am -4.15pm  (to include 1 hour unpaid lunch break) Hours of work to be planed  in advance on a monthly basis by the Retail Shops Manager. |
| **Responsible to:** | Retail Shop’s Manager |
| **Responsible for:** | A team of up to 20 Volunteers |
| **Main Location:** | Kingshill Avenue Shop |
| **Status:** | Permanent |

**Main responsibilities and tasks:**

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| **1.0** | **Supervising** | |
| 1.1 | In the absence of the Charity Shop’s Manager, act as manager of the shop undertaking all appropriate duties and responsibilities to ensure the continued operation of the shop and the achievement of performance targets. |
| 1.2 | Provide cover for our other Charity Shops in the case of an emergency. |
| 1.3 | With the Retail Shop’s Manager, accept, sort, price and display stock, acknowledging receipt and arranging collection where necessary. |
| 1.4 | Support, train and co-ordinate the work of volunteers in the shop as required by the Charity Shop’s Manager, encouraging an active interest in the shop and the work of Age UK Hillingdon. |
| 1.5 | Undertake any other appropriate duties as directed by the Charity Shops Manager, to achieve performance targets and realise the full potential of the shop. |

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| **2.0** | **Premises** | |
| 2.1 | Maintain appearance of shop premises for trading hours, ensuring they are clean and tidy at all times and that goods are displayed in an attractive and presentable manner. |
| 2.2  2.3 | Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations.  Hold shop keys, opening and closing the premises for trading hours and responding to emergency call out if and when necessary. |

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| **3.0** | **Finance and Administration** | |
| 3.1  3.2 | Undertake any financial procedures as directed by the Retail Shop’s Manager including banking, weekly returns, maintenance of petty cash account and performance returns.  Undertake administrative tasks such as arranging van collections, stock management and purchasing. |

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| **4.0** | **Quality and Service Development** | |
| 4.1 | To work with the Retail Shop’s Manager to publicise the shop |
| 4.2 | To enhance the Age UK image through a professional retail service, ensuring that all queries about Age UK services are answered promptly and information held in the shop is up to date. |
| 4.3 | To maintain good relations with the public, trade councils, landlords and neighbouring retailers within the spirit of its equal opportunities policy and to abide by the policies of Age UK Hillingdon. |

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| **5.0** | **General** | |
| 5.1 | To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal. |
| 5.2 | To attend staff meetings, away days and other similar staff events. |
| 5.3 | To ensure all activities are carried out in harmony with Age UK Hillingdon’s mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK Hillingdon. |
| 5.4 | All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research. |
| 5.5 | It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way. |
| 5.6 | Some meetings and other events may be held out of normal office hours and may involve travel away from the local area. |
| 5.7 | The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required. |
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**Age UK Hillingdon is committed to safeguarding and promoting the welfare of all older people and children within the London Borough of Hillingdon.**

**Person Specification**

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| **Education & Training** | |
| **Essential Criteria** | **Desirable Criteria** |
| Good level of | GCSE or above in English, Maths and IT. |
| Basic IT skills |  |

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| **Experience** | |
| **Essential Criteria** | **Desirable Criteria** |
| 1+ year of retail experience. | Charity Retail experience. |
| 1+ year of supervisory experience. | Management experience. |

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| **Knowledge and Skills** | |
| **Essential Criteria** | **Desirable Criteria** |
| Ability to organise, supervise and motivate volunteers. | Commonsense, ability to handle day-to-day situations. |
| Experience of cash handling, stock control and general administration and IT. | Ability to work on own or as part of a team. |

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| **Personal Attributes** | |
| **Essential Criteria** | **Desirable Criteria** |
| Polite, friendly and able to provide courteous services to all customers. | Ability to be flexible on working hours. |
| Ability to lift items of equipment and sacks of clothes of 5kg. | Good health to enable regular attendance and timekeeping. |