

Charity Shop Assistant

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our application form to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received. We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Charity Shop Assistant
Department:	Retail
Location:	Based in Boston with occasional travel to our other store locations
Hours of work:	As per contract
Contact:	Permanent
Responsible to:	Shop Manager
Job purpose:	<p>To work with the Shop Manager to operate all aspects of a designated Age UK Lincoln & South Lincolnshire charity shop, ensuring efficient and effective supervision of volunteers, premises and stock. Providing a high-quality retail service, whilst achieving sales targets.</p> <p>To ensure that all appropriate standards of security and health and safety are adhered to.</p>

Key Responsibilities:

- To ensure that the shop premises are safe, clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
- To act as a secondary key holder; to open and close the shop for agreed trading hours and ensure the premises are secure on leaving.
- To assist the Shop Manager with the team of volunteers, including liaising with them concerning shop presentation, volunteer rotas etc.
- To work with the Shop Manager to ensure that the shop is adequately staffed at all times, coordinating cover for sickness, holiday and other absences by establishing appropriate rotas.
- To assist the Shop Manager with generating stock donations to meet sales requirements; ensuring efficient acceptance, sorting, pricing and display in accordance with Age UK Lincoln & South Lincolnshire's guidelines.
- To assist with stock control, including disposal of unsold donations at the best possible return.
- To accept donations and promote the charity's Gift Aid scheme, including signing up new donors and processing all relevant paperwork.
- To efficiently operate the computerised till system.
- To support the shop with online sales.
- To ensure high levels of customer satisfaction through excellent service.
- To maximise shop income and achieve sales targets.
- To travel when necessary, attending relevant training courses, to collect donations and to other Age UK Lincoln & South Lincolnshire sites as and when required.
- To promote the charity shop and assist with enhancing the image of Age UK Lincoln & South Lincolnshire.
- To ensure all queries about Age UK Lincoln & South Lincolnshire's services are signposted to the relevant department, and that information and literature held at the shop is current and up to date.

- To establish and maintain good relations with the public and neighbouring retailers.
- To assist with the development of a programme of themed seasonal window displays.
- To attend outreach events as required, e.g. celebration days, where a shop stall can be displayed to generate sales.
- To ensure that all Age UK Lincoln & South Lincolnshire's administrative and financial procedures are adhered to and followed including banking, cash register reconciliation, weekly returns and volunteer supervision records.
- To assist with maximising Age UK Lincoln & South Lincolnshire's fundraising and marketing opportunities.
- To work closely with the Shop Manager to ensure that any problems in the shop are resolved quickly and effectively.
- To attend relevant meetings with management as appropriate.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.
- To keep abreast of, and comply with, Age UK Lincoln & South Lincolnshire's policies and procedures; in particular health and safety, such as lifting and handling and trip hazards. The role requires a degree of manual handling in sorting and lifting stock.
- To ensure statutory and organisational responsibilities are met concerning all regulations including but not restricted to Fire Safety, Health & Safety, and Employment Law.
- Any other duties which are consistent with the duties and responsibilities of the post with a focus on generating unrestricted income for the benefit of older people living in Lincoln and South Lincolnshire.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Evidence of experience in retail and charity shop environment, with experience of pricing, selling and merchandising donated goods.	E	A/I
Evidence of working in a face to face customer focused environment.	E	A/I
Evidence of leadership skills. Supervising, developing and supporting volunteers, with the ability to get the best results from your team.	E	A/I
Evidence of developing partnership working with external and internal organisations.	E	A/I

Knowledge

Understanding and appreciation of the needs of older adults and persons at risk.	E	A/I
An excellent communicator – with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds.	E	A/I
Commercially aware and knowledge within the retail sector.	E	A/I
Knowledge of the health and safety regulations that impact on the work for both customers and volunteers.	E	A/I

Ability to think creatively and independently.	E	I
Ability to be proactive.	E	A/I
Awareness of the functions of Age UK Lincoln & South Lincolnshire services and support.	D	A/I
Good local knowledge of services for older people.	D	A/I

Education & Qualifications

Good standard of general education, including GCSE grade C or higher in literacy and numeracy.	E	A/I
Knowledge of IT systems, particularly with Word processing, spreadsheets and data bases.	E	A/I
Evidence of training and ongoing development.	D	A/I

Personal Qualities

Enthusiastic, energetic, passionate, hands on and outgoing, with ambition, drive and desire to succeed.	E	I
Ability to work effectively as part of a team offering encouragement, motivation and support, with the initiative to work alone when required.	E	I
Willing to accept instruction and responsibility.	E	I
Excellent organiser and time keeper.	E	A/I
Flexible approach and availability - flexibility in the working hours will be required.	E	A/I

Additional Information

Flexibility

As per your contract flexibility for working hours is required. As part of the role you will be expected to work weekends and Bank Holidays when requested.

Using your car

It is a desirable requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle should you use your car.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires a satisfactory basic DBS check.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory basic certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checkingguidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primaryidentity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.