

Charity Shop Assistant

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

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're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our application form we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title: Charity Shop Assistant

Department: Retail

Location: Various shops across Lincolnshire

Contract: Permanent

Responsible to: Shop Manager

Job purpose: To work with the Shop Manager to operate all aspects of a designated Age UK Lincolnshire charity shop, ensuring efficient and effective supervision of volunteers, premises and stock. Providing a high-quality retail service, whilst achieving sales targets.

To ensure that all appropriate standards of security and health and safety are adhered to.

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 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 Lincolnshire sites as and when required.
- To promote the charity shop and assist with enhancing the image of Age UK Lincolnshire.
- To ensure all queries about Age UK 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 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 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 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 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. The role will be worked over two days on a 4 week rolling rota. 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@ageuklincolnshire.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.