

Position	Sales Assistant (Mobile)
Location	Tattershall Shop and occasionally covering other shops in Lindsey area
Reporting to	Area Manager
1	<p>Purpose of the job Under the direction of the Shops Area Manager to provide cover for the Shop Manager during times of planned leave and other absence, ensuring the shop is open and trading effectively.</p> <p>To support the Shop Manager in all aspects of the day to day running of a shop.</p>
2	<p>Main responsibilities, tasks and duties To be secondary key holder for the shops premises.</p> <p>To work as a team with other shop staff, charity staff and volunteers to contribute to an effective and efficient department and charity as a whole.</p> <p>To ensure the shop is clean and well merchandised and ready for trading at all times.</p> <p>To ensure high levels of customer satisfaction through excellent service.</p> <p>To contribute to all aspects of the shop trading performance with a view to reaching target.</p> <p>To accept donations and promote the charity's Gift Aid scheme, including signing up new donors and processing all relevant paperwork.</p> <p>To sort, prepare and price stock for sale.</p> <p>To support the shop with online sales.</p> <p>To ensure backroom areas are kept in a workable state.</p> <p>To complete daily safety checks and appropriate cleaning.</p> <p>To ensure other Age UK Lindsey services and products are promoted.</p>
3	<p>Performance goals To work with the Area Manager, Shop Managers and volunteers to ensure the shop achieves maximum income potential.</p> <p>To complete all tasks on time.</p> <p>To deal with customers and all employees/volunteers in a professional and courteous manner at all times.</p> <p>To ensure that the purpose of job and main responsibilities, tasks and duties are delivered as expected.</p>
4	<p>Management of people To be responsible for and direct the work of volunteers in the absence of the Shop Manager.</p>
5	<p>Decision making To plan own work schedule to support given targets. Flexibility to make decisions to</p>

	ensure effective completion of assigned tasks.
6	<p>Communication and networking Liaise with colleagues as necessary in the performance of duties as required, consistent with the requirements of the organisation.</p> <p>To communicate with relevant staff any concerns around Safeguarding.</p> <p>To attend Age UK Lindsey events as required supporting the charity and promoting services.</p>
7	<p>Financial responsibility To cash up, bank and complete relevant paperwork.</p> <p>To efficiently operate the computerised till system.</p> <p>To manage the Petty Cash in accordance with set procedures and guidelines.</p>
8	<p>Knowledge and skills Excellent communication and interpersonal skills.</p> <p>Excellent organisational and time management skills with the ability to multi-task.</p> <p>Basic level skills in using Microsoft Office applications.</p>
9	<p>Working environment Work is subject to challenging and competing deadlines and subject to unpredictable changes which require management of conflicting priorities.</p> <p>As part of the role you will be expected to work weekends and Bank Holidays when requested.</p> <p>Expect to have a significant workload within a busy charity.</p> <p>Some heavy lifting of bagged/boxed donations required.</p> <p>Driving across our area to provide cover for shops as directed.</p>
10	<p>General The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of the post will be with the consent of the post holder.</p> <p>To comply with all Age UK Lindsey Policies and Procedures.</p> <p>Health and Safety The post holder is required to carry out the duties in accordance with Age UK Lindsey Health and Safety policies and procedures.</p> <p>Equality and Diversity The post holder is required to carry out the duties in accordance with Age UK Lindsey Equality and Diversity Policies.</p> <p>Safeguarding All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow Age UK Lindsey's Safeguarding Policy. In addition employees working with vulnerable adults have a responsibility to safeguard and promote the welfare of vulnerable adults during the course of their work.</p> <p>Training Undertake any training that is relevant to the role.</p>