

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Floating Key Holder
<b>Reporting to (Job Title):</b>	Retail Development Manager
<b>Grade</b>	£10.65 per hour
<b>Hours of Work:</b>	TBC
<b>Place of Work:</b>	TBC
<b>Purpose of Role:</b>	To support all Shop Managers achieve effective, efficient and profitable day to day operation, management and control of an Age UK Northamptonshire shop, by helping maintain and grow the quality of goods, services and professionalism. To help underpin the Age UK Northamptonshire as a centre to its community.
<b>Main Tasks:</b>	<p>To provide management cover across all Age UK Northamptonshire network of shops as required and directed. This may be at very short notice; flexibility is a key quality to this role.</p> <p>To cover for the manager or deputy whenever required, such as holiday and absence utilising their initiative and stepping up in terms of responsibility.</p> <p>As each shop has its own individual method of reaching maximum profit, the jobholder needs to gain a basic understanding of each shop.</p> <p>Ensure detailed communication with each management team is clear and concise.</p> <p>To ensure the highest standard of customer service and a great customer experience at all times. This includes that donors and donations are treated with respect and with gratitude.</p> <p>To help ensure that sales and profit are maximised. To support the achievement of shop targets as directed. To offer advice, suggestions and support with shop layout and merchandising.</p> <p>To support volunteers effectively and positively, helping ensure that they work successfully within their skill set.</p> <p>Maintain the good morale of volunteers, to ensure that good working relationships are maintained and that all volunteers are aware of the important role that they play in promoting Age UK Northamptonshire.</p> <p>To help ensure that the shop has an efficient and effective system for Gift Aid, that they are trained in asking all customers in an appropriate way and following up in line with good practice.</p> <p>To help maintain accurate accounts, records and logs, and to perform any other administrative tasks in connection with the shop. To account for shop takings and other monies, banking, security and petty cash.</p>

To encourage the best quality of donated goods into the shop ensuring that they are sorted, priced and displayed to the best standards in line with the shops pricing structure. To support promotions, special events etc within the charity shop.

To help maintain high standards of cleanliness and order on the premises and to ensure regular collection of refuse and rags so that stock levels are not excessive. To help ensure a safe environment for all who visit, buy from or work at the shop.

To hold responsibility for the premises. To ensure that all regulations relating to Health and Safety, Trading Standards, Sale of Goods Act etc are complied with and to maintain good relations with statutory bodies

To report any shop building or equipment maintenance problems to the Retail Development Manager as soon as possible and to help address the issues with appropriate guidance using resilience and local networks of support.

To encourage local support for Age UK Northamptonshire, working closely with internal and external fundraisers, attending fundraising events as required. To maintain an active awareness of competitor trading initiatives by other organisations and retailers in the shop location.

To attend meetings and training sessions as directed by the Retail Development Manager. To undertake other duties or responsibilities, which are commensurate with the post.

The above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of consultation with the post holder.

### Person Specification

<b>Job Title: Floating Key Holder</b>	<b>Grade:</b>	
<b>Dept: Retail Services</b>	<b>Date: 18/05/2022</b>	
<b>CRITERIA</b>	<b>D/E*</b>	<b>Assessed by A/I/R **</b>
<b>Qualifications/Training</b> Full Driving Licence Good general standard of education.	D E	A/I A/I
Experience An understanding of the retail charity sector Commercially aware with a sales or retail background Health and Safety knowledge Experience of working with volunteers. Knowledge of Gift Aid	D D D D D	A/I/R A/I/R A/I/R A/I/R A/I/R
<b>Skills, Knowledge &amp; Abilities</b> Leading, training, and managing a team A strong understanding of, and enthusiasm for, high street retail and fashion Good understanding of retail business disciplines (including budgeting, customer service, cash handling, stock control, working to financial targets). Demonstrable ability to motivate, support and build strong relationships with volunteers and other staff. Good communication and interpersonal skills, able to inspire support and action from a diverse range of supporters. Exceptional organisational and time management skills Computer literate Good level of numeracy and literacy Able to forward plan, prioritise and organise workload Ability to fulfil the administration involved. Ability to work unsupervised	D E D D E E E E E E E	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I
<b>Other</b> Energy and enthusiasm to succeed Commitment to customer care Awareness and appreciation of Equal Opportunities and other relevant legislation in respect to Charity shops Affinity to older people Entrepreneurial and driven by results. A team player with the ability to work independently and on own initiative.	E E D E D	I/R I/R I I I I/R

Punctual, reliable A level of fitness to suit the manual handling demands of the role	E	I/R
	E	I/R
Prepared By: Yvette Prior	Date: 18/05/2022	
Authorised By:	Date:	

**A = Application Form    I = Interview    R = References**