

Job Description and Person Specification

Job Title: Shop Assistant
Hours: Zero-hours
Location: East Molesey/Haslemere
Salary: £12.71 per hour
Reports to: Shop Manager

Brief Overview of the Role

The Shop Assistant will support the day-to-day operation of the charity shop, helping to maximise income through the effective processing, merchandising and sale of donated goods. The role involves working collaboratively with volunteers to ensure the shop is welcoming, well-presented and operates efficiently and safely.

Main Duties

To include the following:

- Open and close the shop in accordance with agreed procedures.
- Take responsibility for the operation of the shop during periods of lone working, ensuring the shop remains safe, secure and welcoming for customers, donors and volunteers.
- Work effectively alongside a team of volunteers, providing support and assistance with daily shop activities.
- Receive, sort and prepare donated items for sale.
- Assess donations and ensure suitable items are processed appropriately.
- Tag, price and label stock accurately.
- Display and merchandise stock in an attractive manner to maximise sales.
- Maintain a clean, tidy and welcoming shop environment.
- Operate the till and process customer transactions.
- Reconcile the till and complete cashing-up procedures at the close of business.
- Provide excellent customer service to customers, donors and volunteers.
- Comply with all Age UK Surrey policies and procedures, including health and safety requirements.
- Undertake any other reasonable duties appropriate to the role.

Person Specification

Skills and Abilities

- Good communication and interpersonal skills.
- Ability to work effectively as part of a team.
- Ability to provide excellent customer service.
- Good organisational skills and attention to detail.
- Ability to handle cash accurately and responsibly.
- Ability to prioritise workloads and work in a busy retail environment.
- Reliable, flexible and dependable approach to work.

Other Requirements

Essential

- Ability to undertake manual handling duties associated with receiving and moving donated stock.
- Flexibility to work shifts as required, including opening and closing duties.
- Experience of working independently, or the ability and confidence to work on own initiative, including responsibility for opening, operating and closing the shop when working alone.

Desirable

- Previous experience working in a retail environment.
- Experience of working or volunteering within a charity retail setting.
- Experience of stock merchandising and display.

Job Offer and Employment subject to satisfactory Right to Work Checks and a basic Disclosure & Barring Service (DBS) check.