

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Charity Shop Assistant</b>
<b>Report to:</b>	Office Manager
<b>Hours of Work:</b>	Monday – Saturday 25 hours a week
<b>Salary:</b>	£9.50 per hour
<b>Location:</b>	Birmingham (based in Boldmere, Sutton Coldfield)
<b>Contract Type:</b>	Permanent

<b>Job Purpose</b>
<p>To support the charity through its retail shop to maximise sales and create a welcoming environment with a focus on excellent customer service.</p> <p>To assist with the day to day running of the charity shop, stock preparation and financial processes relating to the shop.</p>

<b>Essential Duties/Responsibilities:</b>
<ul style="list-style-type: none"> <li>• To work to set standards of service within the store, ensuring the best possible customer experience is provided</li> <li>• To promote Gift Aid</li> <li>• To task a team of volunteers to ensure all daily tasks are completed and the shop is clean and tidy at all times</li> <li>• To work with the Charity Shop Donation Sorter to ensure shop is fully stocked and items are labelled correctly</li> <li>• To rotate stock as per the monthly guidelines</li> <li>• To work alongside the Charity Shop Donation Sorter to ensure the overstock area is maintained and stock is brought into the sorting room or shop as needed</li> <li>• To ensure recycling is processed correctly</li> <li>• To complete start and end of day procedures including end of day banking</li> </ul>
<b>Skills &amp; Qualifications:</b>
<ul style="list-style-type: none"> <li>• Retail experience</li> <li>• Knowledge of the charity sector</li> <li>• Excellent customer service skills</li> <li>• Creative and good eye for detail</li> <li>• Excellent organisational skills</li> </ul>

<b>Special Conditions:</b>
<ul style="list-style-type: none"> <li>• This is a description of the job as it is at present.</li> </ul>

- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

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*Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:*

*Promoting good practice and prevention of harm and abuse*

*To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported*

**PERSON SPECIFICATION**

Charity Shop Assistant

<b>Skills and Experience</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1. Experience within retail	*	
2. Experience of coordinating volunteers	*	
3. Understanding of Equal Opportunities and Diversity in service delivery	*	
4. Excellent interpersonal skills (communication, listening skills)	*	
5. Ability to plan, run and lead on tasks and activities	*	
6. An understanding of the Gift Aid scheme		*
7. Good standard of education	*	
8. Commitment to the role	*	
9. Positive attitude towards work and development	*	
10. Attention to detail	*	

April 2022