



#### **JOB DESCRIPTION:**

**Job Title:** Shop Assistant

**Responsible to:** Shop Manager

**Accountable to:** Shops' Area Manager

**Purpose of Job:** To assist the Shop Managers in the performance of their duties.

#### **MAIN DUTIES AND RESPONSIBILITIES:**

You are employed to provide general assistance in any of the shops that you are required to work in. Your duties will include the collection of donated goods, sorting, hanging, pricing, steaming and displaying.

You will also assist in serving customers and learn the various administrative duties involved in running a shop, these include: -

**Assisting the Managers to achieve the following and using your initiative as necessary.**

- 1)** To achieve maximum sales at all times  
To ensure that a high standard of service to customers is maintained at all times.  
To price stock at a consistent level which will encourage maximum sales.  
*(This should be broadly in line with our other shops).*
- 2)** To maintain a high standard of display both, in the shop and in the windows, thereby maximising sales.  
To ensure that the shop is clean and tidy at all times.  
To ensure merchandise is clearly ticketed, sized and priced.  
In consultation with the Shops General Manager, to arrange fittings to make the best use of space and to maximise sales.
- 3)** To encourage the public to donate saleable goods and to implement the GIFT AID scheme where appropriate.  
To keep the sales area well stocked with saleable merchandise.  
To rotate stock so that no garment remains on rails for longer then the specified rotation period.  
To prepare the clothing by steaming or other means to ensure it is of good merchantable quality.
- 4)** To keep stockroom clean and tidy.  
To organise stock so that it is always easily identified and located, especially Gift Aided Stock.  
To seasonalise stock and store as necessary.

- 5) To open and close shop as specified by the Shops General Manager.  
 To ensure the shop is adequately manned at all times with trained staff.  
 To recruit and train volunteers to ensure they are able to perform tasks efficiently and effectively.  
 To create a happy working environment in order to increase job satisfaction and efficiency.  
 To ensure all staff are helpful, courteous and efficient when dealing with customer sales or donations.  
 To ensure that key volunteers are adequately trained in the supervision and general management of the shop in the manager's absence.
  
- 6) To complete all paperwork correctly and promptly.  
 To reconcile each day's takings, keeping a clear and accurate record and pass them onto the Administrator.  
 To reconcile each day's takings, and enter all the DATA necessary onto CYBERTILL  
 To control all shop expenses within the budget agreed with the Shops General Manager.  
 To ensure adequate stocks of necessary supplies and New Goods are available by ordering on a regular basis.
  
- 7) To ensure that all sales are correctly recorded.  
 To ensure all money is kept secure.  
 To keep valuable donations in a secure place.  
 To ensure all staff possessions are kept secure during trading hours.  
 To be responsible and accountable for any keys given to you for the shops, and to ensure the shop premises are secure.
  
- 8) To carry out all instructions issued by the Shops General Manager and Director.  
 To be flexible when tasks not covered by the job description have to be undertaken.  
 To be willing to cover at other shops when, and if, necessary.

**Note:** *Working in close proximity with the public, it is essential that staff, particularly salaried staff, set the right standards and tone in the shops. Accordingly, it is important to be polite, well mannered and well groomed.  
 The work is varied and sometimes strenuous and hot. Attention should be paid therefore to personal hygiene and personal appearance. Clothing should be clean, fresh, and appropriate to the type of work that may be undertaken.  
 Because our shops are Charity Shops, some people view them as junk shops. It is the shared responsibility of all the staff to correct this impression by their attitudes and appearance.*

**SCT is a Christian based organisation and aims to be an Equal opportunities employer.**



## PERSON SPECIFICATION

- Experience of working in a sales environment and dealing directly with the public.
- To be flexible and be able to work well as part of a team.
- Ability to work on own initiative.
- Ability to take responsibility.
- Ability to be self motivated in order to complete tasks.
- Ability to motivate others in order to complete tasks.
- Ability to prioritise own workload.
- Good interpersonal skills.
- Ability to recruit and train volunteers.
- To have an excellent standard of literacy and numeric skills.
- Ability to maintain clear, accurate records where necessary.
- Reliability and honesty.
- Must be able to work Saturdays and Sundays.
- Willingness to cover holidays/sickness when needed.
- Willingness to cover other shops when requested.