



JOB DESCRIPTION

Post Title:	Shop Assistant
Responsible to:	Shop Manager
Purpose of Post:	Provide Assistance to Shop Manager
Salary:	Grade 1.4: £17,175 - £17,500
Hours:	37.5 hours/week
Location:	SCT Charity Shops (London)

SPITALFIELDS CRYPT TRUST

Spitalfields Crypt Trust (SCT) is an East London charity providing practical help, support and training to people who have been homeless and suffering from addiction. It runs a homeless drop-in, rehabilitation hostel, personal development and training centre, and two social enterprises supporting people in recovery from addictions to put their lives back together.

PERSON SPECIFICATION

An outgoing individual who is honest, reliable and hard working.

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.

- To achieve maximum sales at all times.
- To ensure that a high standard of service to customers is maintained at all times.
- 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 Shop Manager, arrange shop fittings to make the best use of space and to maximise sales.
- To encourage the public to donate saleable goods.
- To keep the sales area well stocked with saleable merchandise.
- To rotate stock so that no garment remains on the rails for longer than the specified rotation period.

- To prepare the clothing by steaming or other means to ensure it is of good merchantable quality.
- To implement a collection service.
- To keep stockrooms clean and tidy.

To open and close the shop as specified by the Shop 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.
- 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 for banking.
- To control all shop expenses within the budget agreed with the Shop Manager.
- To ensure adequate stocks of necessary supplies are available by ordering on a regular basis.
- 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 hold keys to the shop, inform the police of key holders' names and addresses and ensure shop premises are secure.
- To carry out all instructions issued by the Shops' General Manager and Shop Manager.
- To be flexible when tasks not covered by the job description have to be undertaken.
- To comply with guidelines within the staff handbook.
- To be willing to cover at other shops when, and if, necessary.

SKILLS:

- Good literacy and numeric skills.
- Good team working and interpersonal skills.
- Good verbal and communication skills.
- Flexible approach to work with the ability to co-operate with other members of staff.

EXPERIENCE:

- Previous retail experience (or equivalent) an advantage.