

# Job Description



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## Shop Assistant

**Responsible to:**            **Shop Manager**

### Specific Responsibilities

#### **1. Sales**

- 1.1 To ensure that all sales are properly recorded
- 1.2 To provide a high level of customer service at all times
- 1.3 To assist with special promotions in the shop when requested
- 1.4 To assist with the pricing of stock when required
- 1.5 To ensure that money is kept secure
- 1.6 To have adequate knowledge of Sense so that queries can be answered signposting the young person to the most appropriate adult service provider be it Sense or another provider.

#### **2. Shop Appearance**

- 2.1 To maintain a high standard of display, both in the window and inside the shop, which is an aid to increasing sales
- 2.2 To organise the sales area so that it is clean and tidy at all times
- 2.3 To keep merchandise clearly ticketed and priced, ensuring the correct garment tickets are used at all times



### **3. Stock**

- 3.1 To encourage the public to donate saleable goods
- 3.2 To keep the sales area well-stocked, to be clean, attractive and saleable
- 3.3 To assist with the rotation of stock so that no garment remains at full price or on the rails for longer than the specified stock rotation period
- 3.4 To comply with all instructions relating to hanging, sizing and tagging of stock
- 3.5 To record stock that is put out onto the shop floor
- 3.6 To assist in keeping the stockroom clean, tidy and organised as directed by the Shop Manager

### **4. Cash Register**

- 4.1 To keep the cash register clean and tidy
- 4.2 To ensure adequate stocks of cash register stationery
- 4.3 To gain a strong working knowledge of the cash register
- 4.4 To be fully aware of all sales-related procedures

### **5. Staff and volunteers**

- 5.1 To assist with the recruitment and training of new volunteers when necessary
- 5.2 To help create a happy working environment in order to increase voluntary staff efficiency and job satisfaction

### **6. General**

- 6.1 To complete all administrative paperwork correctly and promptly
- 6.2 To assist with the daily banking procedure when appropriate
- 6.3 To ensure that all areas – including the shop floor, stockroom and staff areas are kept in a clean and tidy condition
- 6.4 To fulfil whatever mutually agreed additional duties are deemed necessary



- 6.5 To assist in ensuring the shop complies with the Shops Operating Manual
- 6.6 To provide additional time during periods of sickness/leave

## Person Specification

### Shop Assistant

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things that you could be trained to do.

<b>Achievements and Experience</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Numeracy to a level which will ensure correct till and banking procedures are carried out	
<b>Achievements and Experience</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
	Charity retail experience
	A clean/ full driving license
	Retail sales experience
<b>Skills &amp; Abilities</b>	
Ability to communicate with the public in a manner consistent with a retail environment	Tact and diplomacy when dealing with others
Ability to motivate voluntary staff in order to ensure productive working practices	High standard of personal presentation suitable to a retail environment
Flexibility in work commitment; work extra hours if required to ensure success	
Ability to adapt to new work situations and use initiative to solve work-related problems Ability to cope with hard, physical work, for example moving and lifting furniture	
Disposition that is in keeping with a 'public' related working environment	
The ability to cope well under pressure	



To ensure that a respectful and professional image is maintained in keeping with the publics and employees expectation	
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