shaw trust

Job Description

Job Title: **Retail Assistant**

Reports to: **Shop Manager**

Grade Band: **F**

Location: **Chalfont St Peter**

Purpose

The Retail Assistant has the opportunity to make a real difference supporting the shop manager in the success of our retail business by maximising & analysing sales figures to make profit in line with company policy.

To deputise for the Shop Manager & Assistant shop manager on a Sunday with additional overtime opportunities to deputise in their absence To contribute to planning, creative thinking and developing relationships with customers and other community contacts; always looking for opportunities to attract new supporters every day and to increase the profile of Shaw Trust.

Main Duties and Responsibilities

1. Sales and Profit

- To help implement changes to improve the sales including effective cost control, maximising trading potential.
- To support the shop manager to maximise the income from Gift Aid on donated products.
- Generate additional income using local community contacts & embracing other profit-making activities.

2. Stock Management (Donated and New Goods)

- Generate quality donated goods to achieve the agreed processing targets, in order to maintain shop density levels whilst complying with the retail guidelines.
- To contribute to the management of new goods and stocktaking. Ensure that effective stockroom processing systems are in place to support the needs of the sales floor implementing pricing, quality standards, team safety, housekeeping, and stock density and culling stock.

3. Shop Standards

- To be an ambassador for the Shaw Trust by promoting our aims and objectives.
- To create a welcoming environment for our customers, ensure basic standards and high levels of cleanliness are maintained at all times, including end of day recovery.
- Customer service (ensuring customer satisfaction to highest standard, acting on mystery shopper feedback, managing customer complaints, customer queries in shops and online (social media)).

4. Administration

- Using IT literacy and numeracy skills, to ensure daily communication via email systems and online resources. Understanding basic spreadsheets and word processing packages, including social networking and ecommerce.
- To support the shop manager to manage all paperwork ensuring effective secure filing systems are maintained for auditing purposes.
- To comply with the retail financial and administration procedures, as detailed in the Retail Operations manuals within agreed time scales.

5. Security

- Understand the control the security of stock, cash & personal itemsat all times.
- To adhere with the retail guidelines ensuring all monies are banked daily.
- Ensure all Shaw Trust's Quality and Information Security Management Systems are maintained at all times for all IT Equipment.
- To understand, comply with and promote Shaw Trust's safeguarding policy and procedures.

6. Health and Safety

- To adhere to health and safety regulations and ensure that staff and volunteers work in a safe manner in respect of COSHH and other Risk Assessment control measures.

7. Volunteer Management

- Assist in recruiting & training of volunteers.
- Supporting the shop manager to keep the shop adequately staffed at all times including days off, breaks and holidays to maintain levels of service.

- To communicate & guide the volunteers in their daily tasks, including the UK quality standard for volunteer involvement – Investing in Volunteers, which Shaw Trust hold.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environmentin line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in

conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification **Job Title: Retail assistant** (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) • Willingness to work towards relevant apprenticeship programme/qualification (E)
Skills and Attributes • Good IT skills, including familiarity with Microsoft Office software (E) • Good verbal and written skills (E) • Demonstrable experience of providing excellent customer service skills (E) • Good time keeper (E)
Personal qualities, communicating and relating to others • Enthusiastic (E) • Ability to take a problem solving approach to work tasks (E) • Ability to work well as part of a team and independently when required (E) • An interest in working in a customer service environment (E)
Safeguarding • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires a Disclosure and Barring Service Check at an Enhanced level (E)
Other • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)