

Shop Assistant Job Description

Purpose of the Post:

To assist the Shop Manager with the general running of the shop, in order to achieve sales targets whilst promoting NAWT within the local community.

Duties and Responsibilities:

Volunteers

- To support the volunteers.
- To assist the Shop Manager in training and co-ordinating volunteers.

Running of the Shop

- To ensure a high standard of merchandising, presentation and display within the shop.
- To assist the Shop Manager with the stock rotation, sorting and pricing of donated goods, ensuring they are of a suitable standard to achieve optimum income.
- To assist the Shop Manager in clearing unsold and un-saleable goods.
- To achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises at all times.
- To assist the Shop Manager in ensuring that the window display is changed on a regular basis and looks attractive.
- To assist the Shop Manager with regular stock checks.
- To hold shop keys, opening and closing the premises for trading hours and responding to emergency call out if and when necessary.
- To assist the Shop Manager with promoting the presence of the shop and the local centre within the community through in-shop activities and events in order to encourage good public relations.
- To rotate stock between the shop and the storage container, involving lifting and moving of stock and transportation of donations.
- To identify higher value items to list on eBay.

Administration

- To ensure that all administrative and financial procedures are followed and completed accurately as directed by the Shop Manager and in their absence, including cashing up the till, daily banking and petty cash.
- To be responsible for the Health & Safety within the shop, in respect of the volunteers and the general public.

Other Duties

- To attend any team and other internal meetings as requested.
- To attend relevant training and personal development opportunities in order to fulfil the requirements of the post.
- To adhere to all NAWT policies and procedures and assist the organisation in developing, implementing and monitoring them, including Equal Opportunities and Health & Safety policies.
- To carry out any other duties relevant to the post as instructed by the Shop Manager.



PERSON SPECIFICATION		
Experience / Skills	Desirable	Essential
Previous experience of working in a busy and challenging retail environment or similar trade.		Yes
Excellent communication, customer care and interpersonal skills		Yes
Experience of general administration tasks		Yes
Demonstrable knowledge IT skills to include Microsoft Word, Outlook and Excel		Yes
The ability to handle and reconcile cash		Yes
The ability to be flexible and work as part of a team		Yes
An empathy with the aims of NAWT	Yes	
Current driving licence, with access to a car		Yes
Experience of working with an EPOS system	Yes	

THE PERSON

The successful candidate will have a positive, can-do attitude, be hard working, honest and reliable. They will be good humoured and will enjoy meeting and greeting the general public, with good communication skills. They will appreciate the value of teamwork and good customer care, having the customer and the charity at the heart of everything they do. An interest in fashion and knowledge of clothing brands would be an advantage.

THIS JOB DESCRIPTION IS NOT EXHAUSTIVE