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| Role Title: | Charity Shop Assistant – Sessional – Birches Bridge, Codsall |
| Department: | Trading |
| Responsible to: | Charity Shop Manager/Catering & Commercial Manager |
| Responsible for: | n/a |
| Salary: | Minimum Wage |
| Hours: | Zero Hours |
| Permanent/Fixed Term/Sessional: | Sessional |

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| **Background information (job title)**  Our mission statement is:  *“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*  A registered charity established in 1969 we are one of 46 county Wildlife Trusts throughout the UK and are supported by over 19,000 members.  In addition, we have the trading company which looks after the trading side of our business. This includes a café at The Wolseley Centre, charity shops in Leek, Penkridge and Codsall and a retail shop in the Wolseley Centre.  The Trust owns or manages 43 nature reserves covering an area of over 1980 hectares. Our 130 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into five departments: Resources, People Engagement, Conservation Delivery, Fundraising Communication and Membership & Commercial. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers, catering, retail and administration.  We are welcoming. One of the core values of Staffordshire Wildlife Trust is that we nurture a culture of equality, inclusivity and diversity. We are welcoming to those underrepresented in our communities and we strive to listen learn and share from each other.  Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies>  Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| Role Purpose: |
| Being a key member of staff in the day-to-day operations of the Trust charity shop in Birches Bridge, Codsall, to include making sales from the shop, product displays and supporting volunteers. |

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| Responsibilities: |
| To assist the Shop Manager in achieving the sales targets set for the shop, ensuring these are delivered to the highest quality customer service and professionalism by;   1. Running the shop with volunteers, including opening and locking the premises ensuring all security procedures are followed. 2. Assisting visitors to the shop with purchases from the sales area, taking responsibility for all till transactions, including counting floats and cashing-up. 3. Ensuring all front of house areas, displays and sales areas are kept clean and tidy throughout the day. 4. Assisting in obtaining adequate levels of high-quality donated goods and managing the processing of this stock through to vibrant displays and window dressings. 5. Encouraging donors to sign up to the gift aid scheme understanding the importance of generating this additional income. 6. Assisting in the recruitment, retention and training of shop volunteers to ensure the shop can open the agreed hours and operate to minimum standards. 7. Raising awareness of the work of Staffordshire Wildlife Trust and be an ambassador for the Charity, contributing towards the Trust's Annual Corporate Plan. 8. For the organisation to work effectively, you may be required to assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager. All staff are required to abide by organisational policies and procedures. |

Person Specification Job Title: Charity Shop Assistant

| Criteria | Essential | Desirable | Assessment Method \* |
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| **Experience** | | | |
| Experience of management within a charity retail outlet. |  | ✓ | AF/I |
| Excellent customer service skills, with experience of dealing with customer queries and complaints | ✓ |  | AF/I |
| Full driving licence and access to a vehicle |  | ✓ | AF |
| Experience of financial transactions including till work. | ✓ |  | AF/I |
| **Skills/knowledge** | | | |
| Knowledge of retail practices and procedures. |  | ✓ | AF/I |
| Effective communication skills, verbal and written. | ✓ |  | AF/I |
| Able to demonstrate knowledge of charity retail and gift aid. |  | ✓ | I |
| Able to demonstrate proficient IT skills (Word, Excel and email) | ✓ |  | I/T |
| Good numeracy and literacy skills |  | ✓ | AF/I |
| The ability to work well under pressure and able to prioritise a number of conflicting demands | ✓ |  | AF/I |
| **Abilities** | | | |
| A friendly, approachable and professional personality | ✓ |  | I |
| Physical fitness for lifting bags of pre-loved clothes | ✓ |  | I |
| Ability to excite and motivate others | ✓ |  | AF/I |
| Self-motivated with a flexible attitude | ✓ |  | I |
| Able to work as part of a team | ✓ |  | AF/I |
| Maintains performance, professionalism and composure when under pressure. | ✓ |  | I |
| Proactive in anticipating the needs of the charity and seeking opportunities to add value | ✓ |  | AF/I |
| Weekend and Bank Holiday working will be required and therefore a flexible approach to working hours is essential. | ✓ |  | AF/I |

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* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation