

**ACE SHOPS -** JOB DESCRIPTION

**Job Title:** Charity Shop Assistant

**Hours:** Part Time (20 hours per week) . Working on a rota including regular weekends and bank holidays.

**Reports to:**  Ace Shop Manager

**Responsible for**: Volunteers

**Salary:** £9,152 per annum (£8.80 per hour)

**Holiday:** 14 Days Annual Leave (inclusive of time in lieu for bank holidays)

**Contract Length:** Permanent

**Ace Of Clubs is a day centre for homeless and vulnerable people, providing a a warm welcome, lunch and practical support to over 80 people a day.**

**There are two Ace Shops whose purpose is to raise funds for the work and development of Ace of Clubs. Depending on location the shops can be open 7 days a week. They mostly sell second hand goods from donations by people from the local community.**

**The Ace Shops Team is made up of 1 manager, 2 Deputy Managers, 2 Shop Assistants, and volunteers.**

**Purpose of Post**

**The Shop Assistant is responsible for:**

* All aspects of day to day running of an Ace Shop when on shift.
* Providing excellent customer service
* Supporting the Ace Shop Manager and deputy managers, working under their guidance and direction.
* Representing Ace Shops and Ace of Clubs in a professional manner
* Supporting and directing volunteers

**Main Responsibilities**

**Customer service**

* Ensure the highest standards of care and service to customer
* Create a pleasant environment for customers, staff and volunteers
* Share information with customers about the aims and activities of Ace of Clubs.
* Resolve issues with and complaints from customers in a professional manner.

**Stock, Sales and merchandising**

* Ensure all stock is presented properly, undertaking tasks such as steaming, cleaning and display of items for sale.
* Supporting managers to ensure high standards of window display and internal presentation throughout the shop
* Ensuring high standards of housekeeping and cleanliness throughout the shop, through following daily and weekly task lists, while using initiative.
* Implement agreed guidelines in relation to pricing, rotation and discounting of stock to ensure maximum value from sales
* Implement initiatives and promotions aimed at increasing footfall and sales.
* Actively support Ace of Clubs fundraising activities

**Stock generation and management**

* Actively encourage donations of appropriate goods from the public.
* Implement agreed guidelines in sorting donated goods to separate saleable items from items for ragging or disposal.
* Deal promptly and systematically with donations to ensure the rapid preparation of items for sale, while preventing the build-up of items for disposal

**Team working**

* Support colleagues and volunteers, taking on coaching and training for new staff as delegated by the manager.
* Contribute to a supportive team environment across all Ace shops, ensuring good communication and handovers
* Take on and complete tasks on behalf of the team as allocated by managers.

**Administration**

* Ensure financial procedures are followed including the operation of the cash register and card machine, cashing up and reconciling the day’s takings at the end of each day in accordance with handling procedures
* Ensure the takings are banked each day
* Hold shop keys when required
* Notify Retail Manager and local police in the event of a break in or breach in security
* Support colleagues on any difficulties with customers, keeping centre staff informed and on call when appropriate

**Maintenance and health and safety**

* Provide a safe environment for customers, staff and volunteers
* Make sure that the premises conform to required health and safety regulations
* To report any maintenance matters promptly to the manager.

**Shop environment**

The post of Shop Assistant can be a reasonably physically demanding job, requiring the ability to lift bags of donations and stock, and to work on your feet for significant lengths of time.

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| **Essential Experience** |
| Experience of working in a retail outlet |
| Experience of having responsibility for completing daily opening and closing procedures for a retail outlet |
| **Desirable Experience** |
| Working in charity shop as employee or volunteer |
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| **Skills, knowledge and abilities required** |
| Good communication skills, ensuring excellent customer relations, and fostering loyalty from both shoppers and donors |
| Ability to act as ambassador for the shop and for the charity. |
| Ability to present items for sale to ensure maximum sales |
| Ability to operate financial systems to ensure accurate and accountable records of income and expenditure. |
| Understanding of Health and Safety requirements of shop management. |
| Ability to ensure shop premises are maintained to a high standard of presentation, cleanliness and safety |
| Ability to be self-managing, using your own initiative , and in using limited resources to best effect |
| Ability to work as an effective member of a team, demonstrating proactive communication skills, and a supportive approach. |

I have read, understood and agree to the Job Description for my role as Assistant Shop Manager

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_

*This list of responsibilities is not exhaustive and will be reviewed from time to time in discussion with the post-holder*