

**Sobell House Hospice Charity Ltd**

***Job Description***

**Post**: Shop Sales Assistant **Directorate:** Trading

**Reporting to:** Shop Manager **Supervisory responsibilities:** Volunteers

**Hours of work:** 7.5 per week **Annual leave:** 25 pro rata

**This position is subject to a six-month probationary period.**

**Main Purpose**

Shop Sales Assistants are responsible for supporting the Shop Manager and Assistant Shop Manager with the effective operation of the shop including its financial and day to day running. Working with the Trading Management Team you will assist with ensuring the shop reaches its full potential and business objectives and budgets are met. Business targets will be set annually and communicated and reviewed via a balanced scorecard system.

**Tasks & Responsibilities**

**Adherence with all policies and procedures of Sobell House Hospice Charity including:**

* Ensuring Sobell House Hospice policies and procedures are adhered to at all times by staff and volunteers. To include Trading Standards and Health & Safety
* Maintaining high standards of customer service
* Carrying out shop administration and maintaining good housekeeping standards.
* To propose action to the Shop Manager for improvements in operations.
* To ensure all shop equipment is kept in good working order and to inform Trading Manager of necessary repairs and maintenance and to keep the property secure and in good working order.
* To use new technology as required.
* Key holder responsibility as and when delegated

**Management and supervision of volunteers:**

* To supervise and mentor volunteers with till work and shop floor duties and to ensure all volunteers maintain a high standard of customer care.
* To enable volunteers to carry out their job safely and effectively by ensuring health and safety procedures are understood and implemented at all times.
* To provide best circumstances for the personal security of volunteers

**Business Development and financial targets:**

* To operate the till and serve customers
* Assisting Shop Management Team to ensure financial targets are met
* To implement correct pricing of items for sale to ensure the highest possible resale value of donated stock and thereby maximize store profitability
* To apply suitable display, merchandising and window dressing standards.
* To control stock density and rotation and carry out accurate stock taking of all new goods at required intervals if requested
* Scan items to confirm eligibility for Amazon/eBay sales
* Sign up Gift Aid applicants
* To engage with local community and undertake as many opportunities as possible to raise brand awareness and fundraise within the local area.
* To apply cash register procedures
* **To carry out any other duties deemed appropriate by the Trading Manager.**

**Qualifications/Training**

Formal educational qualifications above and beyond basic GCSEs are not necessary if good experience is shown, but it is beneficial for applicants to have a business or retail management qualification.

**Experience**

**Essential:**

* Previous experience of till work and working with volunteers.
* Understanding of Health & Safety and Trading Standards

**Desirable:**

* Training or experience in customer care

**Personal Specification**

Excellent communications skills are vital in this job, as are interpersonal skills. Knowledge of the merchandise the shop offers is also essential. Attention to personal appearance and professionalism is important as Sales Assistants are expected to look smart and presentable as they are representing the charity to the public.

**Essential:**

* Being organised, proactive and enthusiastic, even under pressure
* Being able to maximise customer satisfaction
* Being professional, amenable and approachable at all times
* Being flexible, focused and motivated
* Being able to communicate effectively
* Being able to work with numeric data and statistics and use a computer

**Desirable:**

* Being interested in the charity and having an appreciation of the work of Sobell House Hospice

This job description may vary from time to time according to the needs of the charity and should not be regarded as inflexible. In addition to the duties and responsibilities listed the post holder is required to perform any other reasonable duties that may be assigned by the necessities of the post.

Signed by the Post holder: ………………………………………………………………

Date of Signature: …………………………………………………………………………..

Signed by the Head of Retail: ………………………………………………………….

Date of Signature: …………………………………………………………………………..

Date of next Review: ……………………………………………………………………….