

# Job description



**JOB TITLE:** Retail Shop Assistant

**REPORTS TO:** Shop Manager (Area Retail Manager in absence of Shop Manager)

**RESPONSIBLE FOR:** Volunteers when covering for Shop Manager

## **PURPOSE OF ROLE**

To provide shop cover and work with the shop teams, maximising income & minimising expenditure to support the work of Demelza Hospice Care for Children. To sort and process high volumes of stock within the shop, identifying brands, fashions and collectable/valuable items, recognising saleable quality and condition. To represent Demelza by delivering great customer service.

## **KEY RESPONSIBILITIES**

- To safely and efficiently open, run and close the shop in the absence of the Shop Manager.
- To work alongside the shop manager and assistant manager where dual cover allows
- To follow all policy and procedures fully.
- To follow banking and tillage and cash handling procedures and to immediately flag any exceptions.
- To process and re-stock the shop, as required, to agree stock levels and merchandising guidelines.
- Sign customers up to the Retail Gift Aid scheme, to secure additional revenue through the HMRC and Demelza scheme.
- Using online databases and EPOS systems to process customer details and gift aid data, following GDPR guidelines.
- To ensure all Health and Safety procedures are adhered to creating a safe working environment for the staff, volunteers & customers.
- To maintain excellent standards of customer service, providing guidance and support to volunteers as required.
- To assist in the moving and handling of stock, using best practice methods and utilising training practices from mandatory training completed.
- To work alongside a team of volunteers and develop a good working relationship with them.
- To help and support to volunteers so that they are well trained and feel competent to fulfil their duties.
- Work flexibly to support the shop rota, as agreed in advance over a four-week rolling rota
- Lead, support and motivate your team of volunteers
- To ensure all goods put out for sale are of the expected quality and standard, and priced according to shop guidelines.
- To act as the appointed person during emergency situations. This would include, but would not be limited to, recording accidents and incidents and taking appropriate action required for example, shop lifting or fire evacuation.
- To ensure that all information is communicated to the Shop Manager either in person or in writing to ensure continuity and continued good management of the shop.
- To undertake any training deemed necessary to support the post holder in the role.
- To use Outlook and Teams for digital communication.
- To act as key holder of the building, as required.

# Job description



## OUR VALUES & BEHAVIOURS

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

### **Fiercely committed to quality**

The families and children we help, and our supporters, deserve nothing but excellence. Each one of use has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service.

By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

### **Passion, performance and pride**

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world.

We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

### **Human is our nature**

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.

### **Always honest, always authentic**

We are clear, open and honest with everyone, because we value everyone.

It's good to challenge each other, as long as its constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

### **Innovate, develop and improve**

Each member of #TeamDemelza is driven to do better.

Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.

## PERSON SPECIFICATION

### **Essential**

- Demonstrate close alignment to all Demelza values
  - Enthusiastic, passionate and driven
  - Demonstrable retail experience
  - Commercially aware, with previous experience in a customer service role.
  - Demonstrable high level of verbal and written communication skills.
  - An interest in High Street fashion and accessories.
  - Access to transport for work related purposes.
  - Competent IT skills, not limited to but including use of Microsoft Outlook, Word and Excel.
- Excellent customer service skills

# Job description



- Ability to be flexible & proactive & to do whatever is required to ensure the shop functions efficiently and effectively
- Ability to undertake moderate to heavy moving and handling duties with inconsistent loads, in line with best practice guidelines and supplied training methods.
- Ability to work under pressure and remain calm.

## Desirable

- Experience of using an EPOS tillling system.
- Previous charity shop experience.
- Previous fundraising experience.
- Previous experience of role involving moving and handling.

*The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.*

*Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.*

*All employees will demonstrate commitment to and actively promote Demelza's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.*

*Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.*

*All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.*

*Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.*

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