

GuildCare ♥	GUILD CARE JOB DESCRIPTION
Job Title	Retail Assistant
Unit	Shops
Responsible To	Shop Manager
Responsible For	Charity Shop Volunteers
Salary	£12.71ph
Hours of Work	As per contract

Job Requirements	
Essential	✓ Excellent communication skills ✓ Literate and numerate ✓ Demonstrate good customer service skills ✓ A flexible attitude to work ✓ Ability to undertake reasonable lifting duties ✓ The post holder must be able to pass a satisfactory Disclosure and Barring Service
Desirable	✓ Experience of handling cash ✓ Experience of working in a Charity / Retail shop ✓ Experience of working towards targets ✓ Basic IT skills

Job Purpose

To assist the Shop Manager and team in operating a charity retail store.

Offering outstanding customer service skills every time.

Assist the Shop Manager in achieving set income budget and maximising sales.

To help manage and promote the Charity Shop to ensure it remains profitable, well-known and well regarded and to assist in raising the profile of Guild Care throughout the town.

Main Duties

- Provide a high standard of customer service to all internal and external customers and treat all customers, staff and volunteers with respect and courtesy at all times.
- Monitor and check the security of the stock and cash and to follow all financial procedures including cash transfers, till balance, banking, petty cash etc.
- Help manage the day-to-day operation of the shop, including processing deliveries and donations of stock, stock control and stock rotation, as agreed with the Charity Shop Manager.
- Liaise with the Furniture Scheme Manager in arranging transfer, collection and delivery of furniture and all other items.
- Be aware of and to implement any changes that may affect the running of the shop.
- Maintain high standards of presentation and cleanliness throughout the shop.
- Perform all reasonable and related duties as required.
- Attend meetings and training sessions as required.

BELIEF Values

Guild Care has adopted the following BELIEF values which underpin everything we do. These values are important to us and are discussed as part of our performance management conversations.

BELIEF Values	
Brave	✓ Courageous ✓ Passionate ✓ Empowered
Engaging	✓ Straightforward ✓ Authentic ✓ Present
Loving	✓ Genuine ✓ Caring ✓ Interested
Integrity	✓ Respectful ✓ Accountable ✓ Trustworthy
Everyone matters	✓ Considerate ✓ Attentive ✓ Appreciative
Free to be me	✓ Playing to strengths ✓ Supportive ✓ Vulnerable

Health and Safety

As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:

- i) Take reasonable care of yourself and others at work
- ii) Co-operate with Guild Care to ensure the laws relating to health and safety are not broken.
- iii) Report any problems or concerns about health and safety to the manager in the area in which you are working.

Equal Opportunities

Guild Care is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Confidentiality

The post holder is required to observe strict and complete confidentiality regarding information obtained during the course of his/her duties.

Scope of Job Description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Signature	
Name	
Date	