

JOB DESCRIPTION

JOB TITLE: Sales Assistant

REPORTS TO: Retail Manager

RESPONSIBLE FOR: Volunteers

PURPOSE OF THE ROLE:

To maximise shop sales and profits through the day to day management of shop activities whilst representing and meeting the values of International Aid Trust.

1. KEY RESPONSIBILITIES

1. Management

- To oversee and manage all shop volunteers and other activities in the shop.
- To interview, train, develop, manage and monitor the shop teams to ensure they can perform their roles effectively.
- To recruit, train and manage an effective and efficient team of volunteers whilst upholding the values of International Aid Trust.
- To ensure effective running of the shop by maintaining and updating the working rota ensuring optimum cover at all times.
- To ensure the shop and working practices comply with Health & Safety Legislation and International Aid Trust policies in this area.
- To create an organised and pleasant working environment for employees, volunteers and customers.

2. Trading

- To be responsible for the day to day running of the shop, ensuring to achieve overall business objectives, including profit targets by maximising sales and minimising costs.
- To ensure that the shop is open for its set trading times, as agreed with the Retail Manager.

- To take full and overall responsibility for donated goods including:
 - Sorting and steaming clothing
 - Pricing and ticketing within agreed guidelines
 - Rotation of stock within agreed timescales
 - Security of all donated goods
- To maximise returns from the Gift Aid scheme, ensuring it is operated to its full potential, and within HMRC guidelines. This includes:
 - Actively promoting the scheme via the shop and the shop team
 - Completing all mandatory Gift Aid training
 - Ensuring back room processes prioritise Gift Aided goods
 - Keeping the shop team informed and motivated about the scheme
- To ensure the agreed flow of stock from stockroom to shop floor is met and that appropriate stock levels are maintained at all times.
- To rotate stock on a weekly basis, within agreed time limits and to ensure no item of stock is on the shop floor outside of these guidelines.
- To deliver high standards of organisation, presentation and visual merchandising including shop windows, sales floor and back of house.
- To ensure that the required standards of customer service are delivered at all times, both personally and via the shop volunteer team.
- To take responsibility for the delivery, security, accounting, merchandising and stock- taking of bought-in-goods where appropriate.
- To implement the shop layout as agreed with your Retail Manager to maximise sales and monitor categories on an ongoing basis.

3. Administration

- To take full responsibility for the shop's accounting procedures including cash reconciliation, bank daily and follow till procedures to ensure that correct cash handling procedures are adhered to at all times in line with policies and procedures, and to report immediately any significant shortfalls to the Retail Manager.
- To take full responsibility for the inventory, security and maintenance of all equipment and fittings on the premises.
- Ensure relevant administration is completed fully and on time.
- To hold shop keys and ensure the shop is fully secured when unattended.
- International Aid Trust is committed to safeguarding and protecting anyone that comes into contact with us from harm. We expect all employees and volunteers to share this commitment

PERSONAL SPECIFICATION

EXPERIENCE

- Experience in a retail management/charity retail sector preferred but not essential.

SKILLS & ATTRIBUTES:

- Excellent people management skills including strong leadership and motivational skills
- Excellent Customer service skills both internally and externally with colleagues , volunteers and members of the public
- Ability to build & maintain positive working relationships with a variety of people, both paid & voluntary
- Ability to work on own initiative and as part of a team
- Excellent organisational skills
- Self-motivated with a flexible, positive and resilient attitude able to work under pressure
- Must be able to represent the values of International Aid Trust
- Commitment and enthusiasm
- Experience of cash reconciliation and financial controls

- Results driven

KNOWLEDGE:

- Knowledge of Health & Safety issues in the retail environment
- Knowledge of the issues relating to recruiting and retaining volunteers