



## JOB DESCRIPTION and PERSON SPECIFICATION

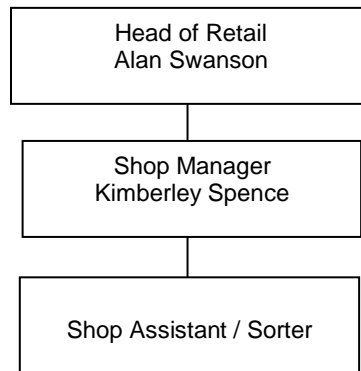
### 1. JOB IDENTIFICATION

Job Title: Shop Assistant / Sorter  
Department: Retail  
Place of work: Inverness – Harbour Road Shop

### 2. JOB PURPOSE

To assist in all aspects of running the shop as required. To sort out stock from donations received.

### 3. ORGANISATIONAL POSITION



### 4. ORGANISATIONAL OBJECTIVES

Based in the Highlands of Scotland, Blythwood Care is transforming the lives of children and adults in Europe, Africa and Asia. Education is one primary goal, giving disadvantaged children and young people the opportunity to fulfil their potential. Community is another, with projects that extend help to people marginalised by poverty or prejudice.

Both are practical expressions of the Christian beliefs which have motivated this organisation for more than 50 years. Blythwood shares the gospel at every opportunity, believing that it is for everyone – *For God so loved the world, that he gave his only son, that whoever believes in him should not perish but have eternal life.* (John 3:16) Blythwood assists Christians and non-Christians alike, believing that everyone is precious in God's sight.

## 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

### Job Related

- Demonstrating excellent customer service, seeking to satisfy customer requirements and promote good practice within the shop
- Working with colleagues and volunteers who assist in the shop and sorting area
- Be competent in using the shop till
- Providing photos of stock for online sale
- Taking responsibility for opening and closing the shop when required
- Taking responsibility for cashing-up and banking daily takings when required
- Assisting in keeping stock to the optimum level, attractively marketed and with the quality to the agreed high standard.
- Cleaning as required
- Assisting with the processing, pricing and sale of goods in shops
- Seeking ways to improve shop's performance on a continuous basis
- Assisting in maintaining security on the premises
- Sorting through all donated goods as directed by Shop Manager
- Sorting and storing/packing in line with Blythwood's donated goods sorting procedure's i.e. identifying items suitable for the Harbour Road shop, Eastern Europe, Recycling and Waste
- Lifting bags and boxes of donated and sorted goods
- Minimising waste and maximising re-use/recycle at all times

### Staff Related

- Working within the guidelines of the procedures manual
- Motivating and encouraging staff and volunteers when in charge of the shop

### Standard

- Maintaining Health and Safety regulations and, by the Organisation's Health and Safety policy, ensuring that the area is safe for yourself, for other workers and customers in the shop
- Maintaining good housekeeping within your work area
- Suggesting ways to improve the Health and Safety, or quality of work with which you are involved
- Reporting problems, issues, accidents or incidents to your Manager
- Identifying training needs for self and colleagues and volunteers

## 6a. EQUIPMENT AND MACHINERY

In the course of your job you may be operating a

- cash register
- computer
- Goods trolley
- clothes steamer
- vacuum cleaner
- merchandising items

## 6b. SYSTEMS

Procedures Manual

## 7. ASSIGNMENT AND REVIEW OF WORK

- Business Plans for the shop will be given to you by your Manager at the beginning of each year
- Annual Performance Reviews carried out by your Manager
- Regular team meetings.

## 8. COMMUNICATIONS AND RELATIONSHIPS

### Within the Organisation

- Head of Retail
- Shop Manager
- Delivery/collections van driver
- Head office administration staff
- Head office finance department
- Staff and volunteers at shop.

### Outwith the Organisation

- Customers
- Other local community organisations.

## PERSON SPECIFICATION

Training is provided and ongoing in all aspects of the position

## 9. QUALIFICATIONS

Essential	N/A
Preferred	Retail skills Computer skills (basic)

## 10. EXPERIENCE

Essential	N/A
Preferred	Proven retail experience Experience of display and merchandising Experience of working with volunteers

## 11. SKILLS / KNOWLEDGE/REQUIREMENTS

Essential	Ability to work independently and as part of a team
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	Adequate numeric skills Human Relations skills Customer care skills
Preferred	Proven organisational and prioritising skills Leader team player skills

**12. OTHER REQUIREMENTS**

Empathy with the Christian ethos of Blythwood Care  
 Exceptional ability to relate to and develop constructive relationships with people from all backgrounds  
 Ability to inspire, motivate and instruct others  
 Ability to remain focussed under pressure  
 Progressive attitude to learning and an ongoing willingness to adapt and change in line with the evolving nature of the organisation  
 Scrupulous personal hygiene and professional appearance

The list of main tasks, responsibilities and duties in Section 5 is not intended to be exhaustive. It highlights major tasks of the post. It may be necessary for the Shop Assistant / Sorter to undertake additional duties which might reasonably be expected within the post and which form part of the function of the post.

All Job Descriptions will be subject to review on an annual basis or as a result of

- a change of strategic management
- changing team/operational requirements
- agreed staff development and appraisal needs and objectives.

**13. JOB DESCRIPTION AGREEMENT**

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.	
Job Holder's Name (please print): .....	
Job Holder's Signature: .....	Date: .....
Manager's Name (please print): .....	Date: .....
Manager's Signature: .....	