



BLYTHSWOOD JOB DESCRIPTION and PERSON SPECIFICATION

1. JOB IDENTIFICATION

Job Title: Shop Assistant

Department: Retail

Place of work: Shop

2. JOB PURPOSE

To assist in managing all aspects of running the shop

3. ORGANISATIONAL POSITION



4. ORGANISATIONAL OBJECTIVES

Our Vision

To see people's lives being changed **for good** and **forever** as they are released from poverty, trauma and exploitation, and receive eternal life through the saving power of Jesus Christ.

Our Mission

To show God's love, and offer the compassion, relief and hope that can change lives **for good and forever**.

- We bring good into times of crisis and extreme poverty through acts of kindness and the provision of immediate relief.
- We help people to change their longer-term futures for good through education and rehabilitation.

- In all our work, we seek to tell people of God's love in sending his only Son, Jesus, so that those who believe in him might not perish but have everlasting life (John 3:16). This is the good news that can change lives forever.

We believe we can have the greatest impact for good by reaching out to people who are experiencing the greatest disadvantage. Working with local partners who understand the needs of their communities, we have opportunities to serve people in parts of Eastern Europe, Asia and Africa.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Demonstrating excellent customer service seeking to satisfy their requirements and promote good practice within the shop.
2. Taking responsibility for opening and closing the shop when required by manager
3. Taking responsibility for cashing-up and banking daily takings when requested by manager
4. Keeping stock to the optimum level
5. Maintaining quality to the agreed high standard and safety level
6. Managing the processing, pricing and sale of goods in shops
7. Promote and manage as required responsibilities in connection with Gift Aid on donated items
8. Seeking ways to improve shop's performance on a continuous basis
9. Maintaining security on the premises
10. Minimising waste, where possible returning goods to the shops parent depot for further reuse or recycling, this includes management of skip hire as required
11. Ensuring any authorised fundraising campaigns in the shop are given the profile required.
12. Working within the guidelines of the procedures manual
13. Motivating and encouraging staff and volunteers when in charge of the shop
14. 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
15. Suggesting ways to improve the Health and Safety, or quality of work with which you are involved
16. Reporting problems, issues, accidents or incidents to your Manager
17. Identifying training needs for self and colleagues and volunteers

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your changing role within the organisation and the overall business objectives of the organisation.

6. COMMUNICATIONS AND RELATIONSHIPS

Within the Organisation

- Scotland Area Retail Manager
- Shop manager, retail colleagues and volunteers
- Van drivers
- Administration and Finance staff

Out-with the Organisation

- Customers and donors

At all times present a professional image to the public, corporate contacts, clients, volunteers and other employees

7. PERSON SPECIFICATION

QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential	<ol style="list-style-type: none">1. Ability to work independently and as part of a team2. Adequate numeric skills3. Good people skills4. Customer care skills
Preferred	<ol style="list-style-type: none">1. Proven retail experience2. Experience of display and merchandising3. Experience of working with volunteers4. Computer skills (basic)5. Proven organisational and prioritising skills

8. OTHER REQUIREMENTS

1. Sympathetic towards the mission, vision and values of Blythswood.
2. Exceptional ability to relate to and develop constructive relationships with people from all backgrounds
3. Ability to remain calm and focussed under pressure
4. Progressive attitude to learning and an ongoing willingness to adapt and change in line with the evolving nature of the organisation
5. Welcoming and friendly personality

Blythswood reserves the right to shortlist on the essential criteria only or on the essential and preferred criteria as identified in the Person Specification as may be appropriate.

8. JOB DESCRIPTION ACCEPTANCE AND AGREEMENT

I confirm that I have read and understood this job description and agree that it accurately reflects the responsibilities and expectations of my role at the date of signing.

All Job Descriptions are 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

Job Holder's Name (please print):

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Job Holder's Signature:

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Date:

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Manager's Name (please print):

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Manager's Signature:

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Date:

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