BLYTHSWOOD JOB DESCRIPTION and PERSON SPECIFICATION

1. JOB IDENTIFICATION

Job Title: Shop Assistant/Sorter

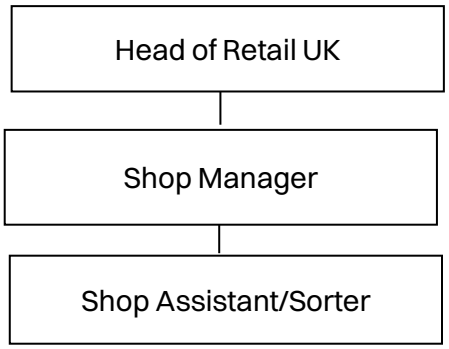
Reports to: Shop Manager

Place of Work: Ballyclare

2. JOB PURPOSE

To contribute to the success of the shop by processing donated goods, maintaining high standards of presentation and customer service, and assisting in the day-to-day operation of the shop. The role plays a key part in maximising income, supporting volunteers, and promoting Blythswood's mission and values.

3. ORGANISATIONAL POSITION



4. BLYTHSWOOD'S VISION AND MISSION

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

Job-Related

1. Receive, sort and process donated goods safely and efficiently, separating saleable stock, recycling and waste as directed.
2. Assist with pricing, displaying and selling goods to maintain high stock quality and presentation standards.
3. Provide excellent customer service, ensuring customer needs are met and promoting the Gift Aid scheme.
4. Operate the till competently, including reconciliation, banking and handling Gift in Kind goods.
5. Open and close the shop as required, deputising for the Shop Manager when necessary.
6. Maintain security of premises, stock and cash, and support authorised fundraising campaigns in-store.
7. Minimise waste and maximise reuse/recycling in line with Blythswood's environmental commitments.
8. Contribute to continuous improvement of shop performance and customer experience.
9. Support cover in other Blythswood shops as required.

Staff-Related

10. Work collaboratively with colleagues and volunteers, supporting and guiding them as appropriate.
11. Follow Blythswood's procedures manual and uphold the Christian ethos of the organisation.

Standards

12. Maintain a safe and clean working environment in line with Health & Safety policy and good housekeeping practice.
13. Report problems, incidents, accidents or concerns promptly to the Shop Manager.
14. Ensure safe handling of high-risk goods.
15. Identify and communicate training needs for self, colleagues and volunteers.
16. Follow safeguarding best practice and report any concerns in accordance with Blythswood's safeguarding procedures.

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

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

Outwith the Organisation

- Customers
- Other local community organisations.

7. PERSON SPECIFICATION

QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential	1. Ability to work independently and as part of a team 2. Health and safety awareness 3. Adequate numeric skills 4. To be fit for heavy lifting and prolonged standing
Preferred	1. Knowledge of current fashion 2. Knowledge of household items, toys etc

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 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. Commitment to safeguarding and willingness to undergo relevant checks

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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