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| **Job title**: **Sales Assistant** |
| **Band: 1** |
| **Group: Retail** |
| **Work location: TBC** |
| **Responsible to: Head of Retail** |
| **Responsible for:**  |

# Job purpose

You will assist in the day to day running of the shop and achievement of sales and cost budgets. You will manage stock levels in line with seasonal and demographic requirements and ensure the growth and maintenance of gift aid scheme. In the absence of the Shop Manager, or Deputy Manager you will be responsible for supervising volunteers.

## Main duties and responsibilities

**Operations**

* Opening and closing the shop, acting as a key holder in absence of Manager/Deputy
* To provide holiday cover in the absence of the Manager/Deputy
* Ensuring that the shop maintains a clean and tidy appearance
* Working to both financial and non-financial targets
* To ensure that all regulations are adhered to in respect of Health & Safety, electrical or mechanical goods, Trading Standards legislation, etc
* To support the shop manager in all aspects of running the shop and managing the volunteers

**Administration**

* To assist in maintaining a daily record of all income and expenditure (with receipts where appropriate) and to ensure that all takings are banked on a regular basis and that the small cash float is kept securely
* To assist in preparing weekly accounts for the Head of Retail/ finance team
* To complete all necessary electronic reporting both daily a weekly
* Ensuring the prompt and accurate reporting of all necessary information, both
* paperwork and electronic updating
* Assisting the manager to achieve weekly sales budgets to ensure profitability of the shop
* Assist in keeping a stock record and monitoring goods received
* Following the guidelines for the selection of goods for display/ rag and recycle
* Implementing the agreed pricing policy

**Stock Control**

* Support the manager in ensuring that shelves and rails are fully stocked, and that all goods displayed are clean, attractively arranged and clearly priced
* Assist in the reception and selection of goods for sale

**Customer Service**

* As a member of the Longfield team, to promote the aims and objectives of Longfield
* Assist the Manager in supervising volunteers working in the shop, offering encouragement, support and advice for volunteer staff, whilst maintaining consistent standards with the shop manager
* Ensuring that a friendly and helpful attitude to customers is displayed by all staff

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

# Person Specification

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| **Attributes** | **Criteria** | **\* How measured** |
| **Experience** | * Previous experience in retail (charity retail or fashion retail would be advantageous)

**Desirable*** Fashion and designer brands knowledge
* A passion for charity retailing
 | A/IIA/I |
| **Qualifications and training** | * Educated to GCSE Level C within English and Maths
 | A |
| **Knowledge, skills and abilities** | * Numerate
* Cash handling and reconciliation

**Desirable*** A flair for window dressing and display skills
* Excellent customer service skills
 | A/IA/IA/II |
| **Job circumstances** | The role is based in our Longfield shops.  |

**\* A: application April 2024**

 **I: interview**

 **E: exercise**