**RETAIL ASSISTANT – ROLE SUMMARY**

**Purpose of Role**

To perform the day to day operational tasks, under direction from the Senior Retail Assistant, required to ensure the Community Hub delivers both its sales targets and organisational objectives

**Core Responsibilities**

Provide a friendly and effective sales experience to customers in order to reach and exceed sales and gift aid targets, with a focus on delivering excellent customer service

Rotating and keeping stock levels replenished to support the continual generation of sales

Disposing of un-saleable/damaged stock according to set procedures including recycle processes

Making the best use of the Charity’s Online Sales platforms, to generate the best return on donated goods

To ensure that all the Charity’s administrative and financial procedures are followed including banking, cash register reconciliation, weekly returns and volunteer records.

To act as keyholder, to open and close premises as required for agreed trading hours and ensure that the premises are secure on leaving. To respond to emergency call out if and when necessary

To ensure that all the Charity’s administrative and financial procedures are followed including banking, cash register reconciliation, weekly returns and volunteer records.

Ensuring high standards of housekeeping, organisation and cleanliness are kept throughout the premises

Comply with all Health & Safety (H&S) requirements

Engage in and support the Charity’s fundraising and marketing initiatives

Any other duties which are consistent with the duties and responsibilities of the post

**RETAIL ASSISTANT – PERSON SPECIFICATION**

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| --- | --- | --- |
| **Experience** | * Recent experience in Retail and/or Distribution
* Previous experience in handling, recording and banking money
 | DesirableDesirable |
| **Knowledge** | * Good general education including Maths and English
* An understanding of Trading Standards Regulations
* An understanding and awareness of Health and Safety
* Understand and maintain a high degree of confidentiality
* Full driving licence
 | EssentialDesirableEssentialEssentialDesirable |
| **Skills** | * Strong organisational skills
* Excellent customer service skills
* Basic IT and numeracy skills and experience of using MS Office
* Ability to work in pressurised environment
* Flexible approach to work, location and hours
* Willingness to undertake training
 | EssentialEssentialEssentialEssentialEssentialEssential |

**Age UK Bradford District – Vision, Mission & Values**

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| --- | --- | --- | --- |
| **Vision** | **Mission** | **Our Organisational Values** | **This is achieved through staff and volunteers;** |
| Valuing everyone’s future, developing age friendly communities and putting people first | We will enable, empower and support people to live well as active, engaged and influential members of their communities. We will work to ensure that everyone’s contribution is valued and that individuals and their communities provide mutual support which promotes independence, inclusion, choice and control. | * Responsive
* Supportive
* Caring
* Respectful
* People centred
* Passionate
 | * Being ambassadors for the organisation
* Influencing positive change
* Having a strategic focus
* Being committed to the development of self and others
* Upholding professional integrity at all times
* Managing and fostering team work
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