

Shop Floor/Sales Assistant

Title of post: **Shop floor/ Sales Assistant**

Responsible to: **Shop Manager and Retail Assistant**

Volunteering Hours: **Flexible between 9.00am – 5.00pm Tuesday, Wednesday & Friday**

Location: **Bakewell Charity shop, Matlock Street, Bakewell**

General information: **Join a friendly team of people in the heart of your own community and be trained to undertake a whole range of activities involved in running a successful charity shop, working towards becoming a lead volunteer and key holder if desired. Learn new skills, build your CV or just meet new people and make new friends.**

Main duties

Assist the Shop Manager and Retail Assistants in the day to day running of the Derbyshire Wildlife Trust Charity shop in Bakewell.

- Providing excellent customer service, building loyalty from customers, donors and volunteers
- Help achieve maximum sales at all times, operating the cash register and receiving donated goods
- Help to ensure that the stock is presented to its best possible advantage both inside the shop and in the window
- Help maintain shop floor stock density, rotating stock on a daily basis so that no garment remains on the shop floor for any longer than the agreed time limits.
- Implement any promotion in the shop as directed
- Promoting the Trust work and support membership recruitment
- Help maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises
- Actively encourage the public to donate saleable goods and where applicable sign up as Gift Aid donors, building loyalty and encouraging repeat donations

Other

Implement health and safety procedures in accordance with the Trust's policy.

This store and stock room are across two floors accessed only by stairs. Welfare facilities, including toilets for staff and volunteers are also located on the first floor. The role can be physically demanding particularly moving stock between floors but it

is possible that roles can be suited to ground floor or first floor only for volunteers with more limited mobility / fitness levels.

ROLE DESCRIPTION: ROLE CONTEXT

Role title: Shop floor/ Sales assistant Volunteer

The post holder will have contact with other staff and volunteers, and with a wide range of customers on both routine and non-routine matters. She/he will need to convey a positive first impression to customers.

Flexible working hours can be an element of the post, the core opening hours are between 9.00am and 5.00pm, Monday to Sunday

Staff and volunteers are required to work within the policies and procedures of the Trust, to work harmoniously with each other and to provide appropriate assistance and advice to other staff and volunteers when desirable for the effective undertaking of their respective responsibilities, and to undertake other duties appropriate to the post, as determined by their line manager.

Smoking is not allowed in the building or the immediate vicinity.

Skills / Qualities Required

The specifications below are indicated as being essential (E) or desirable (D) for this post:

Experience

No experience is needed. When you apply the store manager will ask you to come in for an initial chat, this isn't an interview, just a chance to get an idea of what you'd like to do in the shop. It will also give you a chance to have a look around the store and meet other members of the volunteer team.

Competencies

Communicate well verbally (E)

Use computers/ operate a till (D)

Personal Qualities

Personal and sociable

Commitment to the work of the trust

Able to work effectively as a member of a team

Training

We will provide all the training you need to help us run our charity shop. We will also teach you all about the Trust so you can answer people's questions about our work for wildlife and wild places across Derbyshire.