

**Job Title**: Shop Assistant

**Reports To**: Shop Manager

**Disclosure Check Level**: Standard

**Working Hours**: 21 hours per week

**Location:** Friends of Charis Cancer Care Shop, 50 Rainey St, Magherafelt

## Overall Role Purpose

The Friends of Charis charity shop isn’t just a regular shop. It generates profit which is donated to the Charis Cancer Care Centre to allow our vitally important work with people living with cancer across NI.

In your role as Shop Assistant you will work in the charity shop ensuring we have welcoming and inviting displays of pre-loved, and new goods. You will assist customers with their purchases, working alongside other staff and volunteers to ensure the shop floor is tidy, welcoming and stock replenished on a regular basis – all in the knowledge that your work is contributing to the work of the charity.

## Key Responsibilities

* To maximise sales through the implementation of exceptional store standards and customer care.
* Establish and maintain excellent standards of customer care, quality and service.
* Assisting shoppers to find the goods and products they are looking for.
* Operating the till for processing cash and card payments and refunds as required.
* Ensure cash handling and till procedures are adhered to in accordance with policies and procedures.
* Stocking shelves with merchandise, including pricing and labelling of goods.
* Support the training and development of volunteers
* As an occasional key holder to assist with the opening/closing of the shop as required
* Reporting discrepancies and problems to the manager.
* Keeping the store tidy and clean, this includes hovering and mopping and working from an in-store cleaning rota
* Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
* Receiving, sorting and storing the delivery of large amounts of stock
* Compliance with all internal policies and procedures including Health & Safety and Fire Safety etc

## Person Specification

## Education/Qualifications

#### Essential

No specific qualifications required.

## Job-Related Experience

#### Essential

* Commitment to outstanding customer services and promotion of high standards within the shop
* Excellent communication and interpersonal skills
* Good understanding of Health & Safety standards
* Cash handling experience
* Able to work flexibly during the shop’s opening hours, on a weekly rota

**Desirable**

* Good IT and computer Skills
* Driver with clean driving licence (UK or ROI)
* Administrative skills to support the smooth running of the shop
* Previous retail experience
* Previous charity shop experience (paid or voluntary)

**Terms & Conditions:**

* Part-time position –21 hours per week, based at our shop at 50 Rainey Street, Magherafelt, BT45 5AH
* Hours worked flexibly each week will be on a rota basis.
* This post carries a 3-month probation period
* The post is offered on a permanent basis.
* Salary – minimum wage, paid on a monthly basis.
* Annual Leave is calculated in hours and will be 119 hours annual leave per annum
* Pension – automatic enrolment on NEST pension scheme with 3% employer contribution