



Shop Assistant

Job Summary

Working with the Shop Manager and Assistant Shop Manager, you will help with the continuing success of our Naomi House shop by being fully involved with the day to day running of the shop, putting in place high standards of customer care and service to maximize shop income by achieving agreed sales targets.

Key Responsibilities

- Maximize shop income and achieve agreed sales targets, pricing and stock rotation
- Ensure that the shop is kept clean and tidy at all times and that stock is well displayed to attract customers and drive up sales
- To ensure that any administrative and financial procedures are followed including till reconciliation, daily banking of takings and weekly reporting of sales
- With the Shop Manager and Assistant Shop Manager, ensure that the shop premises comply with Health & Safety legislation, including fire safety, for staff, volunteers and customers
- Deliver excellent customer service

Key Tasks

- To ensure that stock is rotated frequently to attract the maximum number of customers
- To maintain a high standard of display, both in the window and inside the shop
- With the Shop Manager and Assistant Shop Manager, ensure that the shop premises comply with Health & Safety and Fire Safety legislation for staff, volunteers and customers, and escalate maintenance issues as necessary
- To ensure that cash and valuable items are kept secure
- To assist with keeping the shop and storage areas clean and tidy and the stock in good order
- To ensure the safe disposal of culled items and waste
- To have adequate knowledge of Naomi House in order that customer and volunteer queries can be answered correctly
- To take responsibility for personal health and safety, including fire safety
- To undertake other tasks as may be reasonably required from time to time

Other tasks

- To undertake other tasks as may be reasonably required from time to time

This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and Retail Manager.