



JOB DESCRIPTION – CHARITY SHOP ASSISTANT

LINE MANAGER	Charity Shop Manager
HOURS	Part-time, flexible hours (casual worker contract)
LOCATION	The Door Shop - 44 High Street, Stroud, GL5 1AN

OVERALL AIM OF THIS POST:

The role of the Charity Shop Assistant is to keep the shop open at busy times, and to provide an additional potential resource to cover the shop in the absence of the manager.

KEY STAKEHOLDERS

- Charity shop customers
- Other charity shop assistants
- Charity shop manager
- Charity shop volunteers
- Chief Operating Officer

SPECIFIC DUTIES AND RESPONSIBILITIES

- Opening and securely closing the shop at the advertised times
- Providing excellent service to charity shop customers
- Providing information to shop customers about services provided and events promoted by The Door
- Working with shop volunteers to ensure that the till is covered and volunteers are appropriately engaged
- Operating the till and card machine competently
- Taking in, sorting and safely storing donations
- Maintaining a safe working environment
- Flagging any stock shortages to the Charity Shop Manager
- Cashing up and balancing the till at the end of the day, and storing the cash securely
- Providing cover for the Charity Shop Manager for holiday, sickness etc.

PERSON SPECIFICATION

- Commitment to excellent customer service
- Cheerful and friendly disposition
- Able to work and interact well with young people and people with special needs
- Reliable and trustworthy
- Competent in handling cash
- Good level of numeracy
- Comfortable working and engaging sensitively with a diverse group of volunteers
- Flexible attitude