

JOB DESCRIPTION

Job Title: Retail Assistant

Responsible To: Board of Directors

Post Duration: 12 Months

Reporting To: Operations Manager

Hours of work: 21 hours per week

Responsible For: All volunteers within the shop.

Job Purpose: To ensure the shop provides a high standard of service to customers and staff whilst ensuring the company meets with regulations and legislation prescribed to it. To deliver and develop the company's business plan and vision.

Job Activities

1. To efficiently and effectively participate in the shop floor layout, to maximise potential sales in reusable products. Stock shelves, clean shop & use EPOS system to sell products.
2. To support volunteers and establish their role within the shop.
3. To undertake regular supervision and annual appraisals to identify with your personal development and training needs to enable you to participate in the service delivery to the community.
4. To deliver suitable training to volunteers and trainees to ensure that standards of service are maintained.
5. To attend any training required to ensure that standards and services are met.
6. To assist customers with donations of goods and complete relevant donations form or Gift Aid form.
7. To process donations and prepare for sale in accordance with Revolve Standards.
8. To maintain stock levels in shop and ensure displays are presentable and eye catching.
9. Daily cash handling and end of day procedure.

10. To provide excellent Customer Service at all times.
11. To maintain confidentiality within the work place
12. Any other duties as is reasonably requested by line manager/manager and is commensurate with duties of the post.

The nature and size of the Furniture Project means that all workers must recognise the need for a flexible response to the work. Priority should be given to the work outlined in the above job description. An active commitment to the social business aspect and the importance of staff meetings and training are three points that should help ensure that the job description is workable.

To work in accordance with the terms and conditions of employment, as noted in the company terms and condition booklet and the various company policies applicable at any given time.

Terms and conditions are updated from time to time and in this event employees will be provided with a revised copy whereby the usual procedures for consultation will be followed prior to implementation.

