



RSPCA Lincolnshire Mid
& Lincoln Branch

Registered Charity No. 224482

RSPCA Lincolnshire Mid and Lincoln Branch

JOB DESCRIPTION

Job Title:	Sales Assistant
Contract:	Permanent
Location:	Woodhall Spa
Reports to:	Shop Manager

1. Purpose of the job

To support the Shop Manager in all aspects of the operational running of the Branch Shop and promote the work of the RSPCA.

Primarily the job will be at Woodhall Spa, however you may be expected to work at any of our shops.

2. Principal Accountabilities

- All aspects of customer service including taking payment for goods.
- Ensure that a high level of housekeeping is followed by yourself and any volunteers.
- In the Shop Managers absence, there may be times where you will be responsible for the opening and closing of the shop.
- Assist in achieving sales targets and running a cost-effective operation within set budgets.
- Assist the Manager with stock generation procedures and, when deputising in the absence of the Manager, to ensure that the receipt of stock is coordinated satisfactorily.
- At all times to manage stock flow efficiently to realise the maximum profit possible from donated goods; to adhere to the established sorting, pricing and merchandising policies and standards.

- Arrange attractive and themed window displays, as directed by the Shop Manager.
- Manage volunteers.
- Undertake such aspects of administration and accounting procedures in the absence of, or as requested by, the Shop Manager which are required by the Branch, charity law and trading legislation.
- Maintain the strict security measures implemented by the Manager for unbanked cash.
- To fully assist the Shop Manager in compliance with all current legislation and Branch policy; this to include Health and Safety, Trading Standards, Inland Revenue, VAT and Retail Law.
- In the absence of the Shop Manager, or as directed, to ensure adequate instruction given to all volunteer staff in the policies, procedures and best practice in the work area and sales area of the shop in accordance with health and safety welfare.
- Maintain up to date knowledge of RSPCA campaigns and local Branch fundraising or welfare activities to educate the public and promote the reputation of the local Branch and National Society.
- Attend as required management meetings and development training courses and undertake any other duties as requested or required.

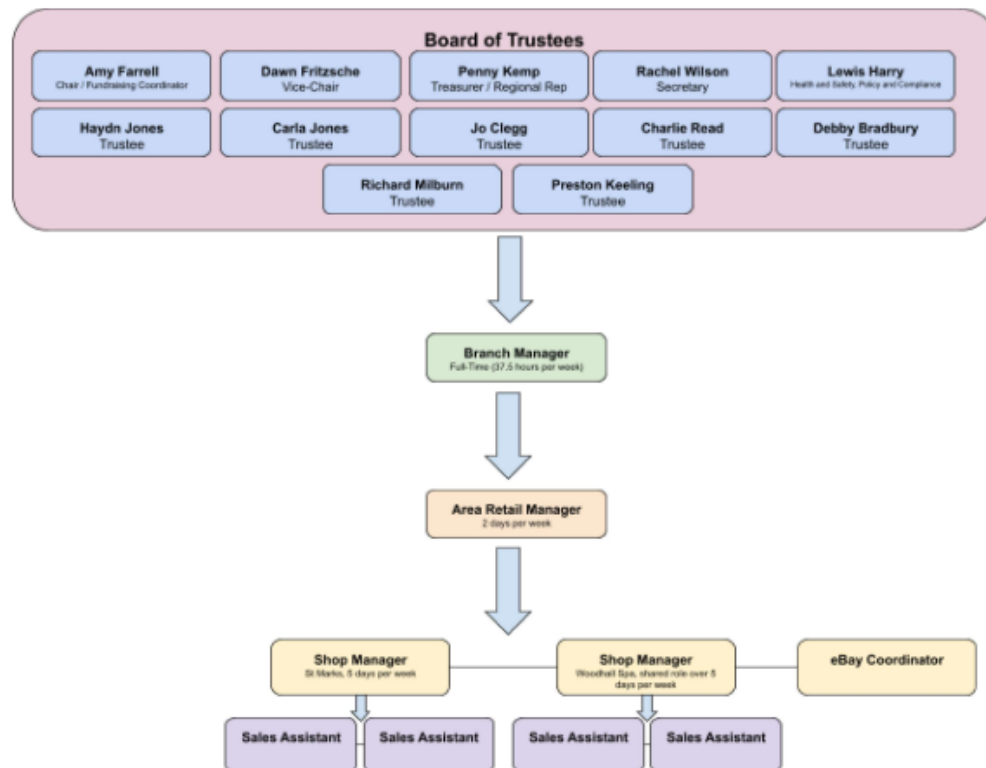
While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Cooperate with Branch policies and procedures for health and safety.

3. **Knowledge, skills, and experience**

Please see person specification attached (appendix A)

4. RSPCA Lincolnshire Mid and Lincoln Branch Organisation Chart



5. Job Context

- The post holder is expected to assign work for themselves and volunteers on a daily basis in the absence of the shop manager.
- All employee practices are contained in the Policies and Procedures for Branches, and the Branch Health & Safety Manual.

6. Additional information

This job description is a statement of the job content agreed. It should not be seen as precluding future changes.

Person Specification for Shop Assistant/Deputy

Criteria	Essential	Desirable
Professional/Technical Qualifications		NVQ or equivalent in retail
Experience & Job Knowledge	Previous experience of running or assisting in running a retail outlet.	Experience of running or working in a charity shop in a paid role. Experience of managing volunteers
Skills & Competencies	<p>Ability to prioritise workload.</p> <p>Able to manage and reconcile daily/monthly returns.</p> <p>Able to successfully merchandise a wide range of goods.</p> <p>Able to ensure adequate staff/volunteer coverage.</p> <p>Experience of managing volunteers.</p> <p>Able to train staff / volunteers.</p> <p>IT skills.</p> <p>Able to travel to other shops within the branch if required.</p>	Hold a full driving license.
Personal Qualities	<p>Able to communicate with a wide variety of individuals.</p> <p>Good customer service skills.</p> <p>Well presented.</p> <p>Manual handling knowledge.</p>	
Special Circumstances (if any)		

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