

JSPCA Animals' Shelter

Role Profile

Retail Assistant - Charity Shop

The JSPCA Charity Shop is a developing venture with great aspirations to become a major contributor to our Fundraising activities, and central to raising the profile of the JSPCA within the community.

Responsible for creative merchandising from donated goods, you will manage a small, dedicated team of volunteers within appropriate JSPCA policies, procedures and guidelines to deliver a welcoming environment and high standard of retail operations to give the customer a positive shopping experience in a safe and clean environment, maximising sales income.

Areas of responsibility and delivery:

Supporting the Business

Under the guidance of your manager, and by planning and managing your day to day work in an efficient way and communicating with wider JSPCA colleagues you will ensure the most efficient use of resources. Your duties will include:

- Implementation of the retail shop strategy
- Execution and day to day co-ordination of all activities of the charity shop, delivering high standards of service to customers
- Optimising sales and achieving profit targets
- Maintaining a high standard of cleanliness, and high standards of organisation and housekeeping
- The delivery of creative merchandising, presentation displays and window dressings
- Management of donations and stock rotation to maximize sales and income generation
- Oversight of sorting, sizing, ticketing and pricing and displaying of stock
- Development of a strong ethos for recycling and limiting waste
- Development of Charity Shop specific social media in conjunction with the PR, Media and Fundraising and to showcase quality items for sale and increase awareness and profile

Teamwork:

You will be an excellent team player helping to create a great place for your colleagues (staff and volunteers) to work. You will be supportive and helpful to staff and volunteers, fostering a culture of good teamwork. You will participate in periodic team meetings and work with colleagues to complete actions arising from them.

Financial Procedures:

You will comply with all relevant financial policies and procedures. You will manage the petty cash, daily cashing up and reconciliations and maintain high levels of personal competency in the operation of EPOS systems. You will strive to be efficient and ensure cost effectiveness in all the work that you do.

Working Safely and Securely:

You will take reasonable care for your own safety and the safety of others, including the public, staff, volunteers and contractors, by complying with health and safety legislation and other related procedures to manage and minimise risk. You will undertake high quality Risk Assessments and Method Statements (RAMS) and actively arrange and participate in training as necessary for you and your team. You will monitor compliance with fire, security and health and safety policies.

Governance & Record keeping

You will continue to develop and maintain your knowledge of all areas of your role. You will ensure that adequate records are maintained in respect of all activities and that appropriate legislation is adhered to. You will play a part in the development and adherence of efficient internal operational controls and processes.

Supporting our Purpose

You will wear your JSPCA identification/uniform with pride and enthusiastically provide information about the JSPCA to the public to foster a greater understanding and appreciation of our cause. You will help maximise our income generation through charity shop sales, additional donations, client contributions etc., using JSPCA guidelines and procedures, and will support wider fundraising initiatives as required.

Knowledge, skills and experience needed

- Enthusiasm and passion for the work of the JSPCA
- Experience of working in a retail environment
- Commercial awareness and understanding
- Experience of leading and managing and coaching people, ideally volunteers
- Knowledge of charity fundraising is desirable
- Able to plan and organise self and others
- Able to work on own initiative and take responsibility for getting things done within agreed parameters
- Excellent people and interpersonal skills enabling strong and effective working relationships with staff, volunteers and third parties
- Knowledge of relevant Health and Safety compliance requirements and best practice relating to all aspects of the job. A relevant qualification would be desirable, particularly in First Aid
- Experience of assessing and managing operational risk relevant to the role, including the production of risk assessments and method statements (RAMS)
- Knowledge of Data Protection requirements relevant to the role
- Sound knowledge of cash management and EPOS systems
- Good team player and engagement with the local community
- Honest, reliable and professional
- Ability to work under pressure and to agreed deadlines
- IT literate
- Ability to work Saturdays (alternate) and provide holiday cover
- Full, clean driving licence is desirable

Scope of the Role

Reports to:	Charity Shop Manager
Working hours/Pattern:	Job Share covering Tuesday to Saturday Inclusive (Total hours to be covered - 35 hours per week)
Line management:	None but working closely with team of retail volunteers
Operating budget:	None

Date of review: February 2024