CLOSING DATE FOR APPLICATIONS IS FRIDAY 28TH JUNE 2024

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| Role Title: | Charity Shop Assistant – Penkridge Shop |
| Department: | Commercial |
| Responsible to: | Shop Manager |
| Responsible for: | n/a |
| Salary: | Voluntary Role |
| Hours Available: | Monday AM/PM, Tuesday AM, Wednesday PM, Thursday AM, Friday AM/PM |
| Permanent/Fixed Term/Sessional: | Voluntary |

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| **About Staffordshire Wildlife Trust**  We are the county’s leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. Our climate is in crisis and nature needs our help, but together we can make a difference.  Our 50-year vision is for a thriving county with wildlife at its heart, which everyone enjoys, values and wants to play their part in protecting and improving.  Our mission is to ensure that:  We protect and enhance the wildlife and wild places of Staffordshire and promote understanding, enjoyment and involvement in the natural world.  We are part of a federation of 46 wildlife trusts, working passionately just like us. Volunteering for Staffordshire Wildlife Trust, in any role, means you are part of our ambition to halt and reverse natures decline in Staffordshire and across the UK, and to get more people to take meaningful action for wildlife. Whether you volunteer in IT, in our cafes, or out on our nature reserves you will be contributing to the common purpose of a county richer in wildlife.  For our people, being part of the effort to address the climate and nature crisis makes working for us truly meaningful and rewarding.  As well as investing in our mission, we invest in our people and culture. We are committed to creating an engaging, supportive and inclusive workplace for all and providing opportunities for development, training and growth.  Your journey in the Trust starts with your induction. Whatever role you're here to do, we'll explain what to expect, show you where to go, and make sure you understand your new environment before you get going.  You’ll also get chance to see what others in your teams, and across the Trust are doing through  Internal communications.  We’re Wild About Inclusion! To us, this means inspiring, empowering and engaging people from all backgrounds, cultures, identities and abilities, to change the natural world for the better. It means creating spaces where difference is celebrated, everyone can be themselves and flourish, just like nature  Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies>  Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| Role Purpose: |
| A key role in the day to day operations of the Trust charity shop in Penkridge, to include making sales from the shop and the display of products. |

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| Responsibilities: |
| Volunteers are expected to assist the Shop Manager in achieving the sales targets set for the shop, ensuring these are delivered to the highest quality customer service and professionalism by;   1. Running the shop, including opening and locking the premises ensuring all security procedures are followed. 2. Assisting visitors to the shop with purchases from the sales area, taking responsibility for all till transactions, including counting floats and cashing-up. 3. Ensuring all front of house areas, displays and sales areas are kept clean and tidy throughout the day. 4. Assisting in obtaining adequate levels of high quality donated goods and managing the processing of this stock through to vibrant displays and window dressings. 5. Encouraging donors to sign up to the gift aid scheme understanding the importance of generating this additional income. 6. Assisting in the recruitment, retention and training of shop volunteers to ensure the shop can open the agreed hours and operate to minimum standards. 7. Raising awareness of the work of Staffordshire Wildlife Trust and be an ambassador for the Charity, contributing towards the Trust's Annual Corporate Plan. 8. In order for the organisation to work effectively, volunteers are expected to assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager. All staff are required to abide by organisational policies and procedures. |

Person Specification Job Title: Charity Shop Assistant Volunteer

| Criteria | Essential | Desirable | Assessment Method \* |
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| **Experience** | | | |
| Experience of management within a charity retail outlet. |  | ✓ | AF/I |
| Excellent customer service skills, with experience of dealing with customer queries and complaints | ✓ |  | AF/I |
| Full driving licence and access to a vehicle |  | ✓ | AF |
| Experience of financial transactions including till work. | ✓ |  | AF/I |
| **Skills/knowledge** | | | |
| Knowledge of retail practices and procedures. |  | ✓ | AF/I |
| Effective communication skills, verbal and written. | ✓ |  | AF/I |
| Able to demonstrate knowledge of charity retail and gift aid. |  | ✓ | I |
| Able to demonstrate proficient IT skills (Word, Excel and email) | ✓ |  | I/T |
| Good numeracy and literacy skills |  | ✓ | AF/I |
| The ability to work well under pressure and able to prioritise a number of conflicting demands | ✓ |  | AF/I |
| **Abilities** | | | |
| A friendly, approachable and professional personality | ✓ |  | I |
| Physical fitness for lifting bags of pre-loved clothes | ✓ |  | I |
| Ability to excite and motivate others | ✓ |  | AF/I |
| Self-motivated with a flexible attitude | ✓ |  | I |
| Able to work as part of a team | ✓ |  | AF/I |
| Maintains performance, professionalism and composure when under pressure. | ✓ |  | I |
| Proactive in anticipating the needs of the charity and seeking opportunities to add value | ✓ |  | AF/I |
| Weekend and Bank Holiday working will be required and therefore a flexible approach to working hours is essential. | ✓ |  | AF/I |

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* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation