



Job Description

Job Title: Retail Assistant x 2 posts: 1 x post for weekdays
1 x post for weekends (Saturday/Sunday only)

Responsible to: Shop Manager

Salary: NMW depending on Wage Band

Duration of post: Fixed term contract – 18 months initially, with continuation based on sustained income.

Hours: 2 days per week; 1 post for weekdays and 1 post for weekends. The shop is open 7 days a week from 10:00am to 4:30pm, with reduced hours on Sundays from 10:00am to 4:00pm. Flexibility is required, as working patterns may change based on volunteer staffing levels and the needs of the shop.

Annual leave entitlement: Pro-rated based on a full-time equivalent of 22 days, plus 8 bank and public holidays.

Bridges is a place where we build bridges between people and connect individuals with local activities, services and projects. By doing so, Bridges enables the people of Monmouthshire to live happy, healthy and fulfilled lives, maximising their potential and building positive connections with each other and other organisations.

Job Purpose:

As a Retail Assistant at our local community charity shop, you will play a vital role in supporting our charitable initiatives by assisting with day-to-day operations, customer service, and some administrative tasks. You will work closely with the Shop Manager and other team members to ensure the smooth functioning of the shop and contribute to achieving our fundraising goals.

Main Duties:

Stock donations and processing:

- Receive incoming donations, acknowledging donors and expressing gratitude for their contributions.
- Encourage customer gift aid registrations and how it supports the charity further.
- To encourage sufficient stock donations through pro-active and positive relationships with the local community and businesses.
- Maintain high stock standards and process the targeted amount of good quality donated stock.
- Ensure donated items are clean, functional, and properly labelled before being displayed for sale.
- To maintain excellent display and merchandising standards at all times.
- To follow the competitive pricing in store, within the guidelines provided.
- To limit the amount of shop wastage wherever possible, ensuring unused or recycled products are disposed of through the officially designated channels.

Manual Handling

- The role involves manual handling, which at times can be awkward and/or heavy. You will be required to lift, carry, and move stock and other items as part of your duties. Proper training and equipment will be provided to support you in these tasks, ensuring safety and efficiency.

Customer Service

- Greet customers warmly and assist them with their inquiries, providing information about in store products and services within Bridges centre
- Handle customer complaints and resolve issues in a professional and courteous manner.

Sales and Merchandising

- Assist in the display and arrangement of merchandise to optimise visual appeal and sales opportunities.
- Monitor inventory levels and restock shelves as needed.

- Process sales transactions accurately using the POS system, handling cash, card payments, and issuing receipts.

Security and Health & Safety

- Assist with opening and closing procedures, including till reconciliation, securing cash and locking up the premises at the end of the day.
- Maintain cleanliness and organisation throughout the store, including tidying display areas.
- Perform routine & daily checks for safety hazards and report any maintenance issues to the Shop Manager promptly.
- Understand first aid procedures, and be first aid trained.

Team Collaboration

- Collaborate effectively with colleagues to achieve sales targets and operational objectives.
- Communicate any relevant feedback or suggestions for improvement to the Shop Manager.
- Support fellow team members during busy periods or special events as needed.

Other Duties:

- To act as an ambassador for Bridges raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- To attend meetings and training as required.
- Take all reasonable measures to follow all Health and Safety policies, procedures, and appropriate legislation as applicable, including personal accountability for the safety of self and others at all times.
- In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the Manager in addition to those shown above.

Key Skills:

- Excellent customer service and communication skills
- Strong interpersonal skills with the ability to build relationships
- Basic math skills for handling transactions and inventory
- Attention to detail and organisational skills
- Teamwork and time management
- Flexibility to work varied hours, including weekends and holidays

Experience:

- Previous retail or charity shop experience is preferred
- Sales, merchandising, and cash handling experience
- Stock management and manual handling (training provided)
- PAT testing experience (desirable, training available)

Personal Attributes:

- Friendly, reliable, and self-motivated
- Calm under pressure with strong integrity

Reasonable Adjustments

We are committed to promoting equality and diversity in our workplace. We will make reasonable adjustments to accommodate individuals with disabilities or long-term health conditions to ensure full participation in the recruitment process and perform the role effectively. If you require any adjustments during the application process or once employed, please let us know, and we will do our best to support your needs.

The Application Process:

If you would like to apply for this post, please complete the '**application form**' on Bridges Centre's website.

Please send your completed application by email to amy.mcdougall@bridgescentre.org.uk or by post to: Amy McDougall (HR Support Officer), Bridges Centre, Drybridge House, Monmouth, NP25 5AS

The closing date for all applications (by post or email) is 10am on Sunday 29th September 2024

If you are not contacted for interview within two weeks of submitting your application, please assume that you have unfortunately not been short-listed.

Please note; it is not our policy to provide feedback to candidates who have not been shortlisted for interview.