

Charity Shop Retail Assistant Recruitment Pack



Charity Shop Retail Assistant

The RSPCA York Harrogate & District Branch:

The RSPCA in York, Harrogate and District is a separately registered charity although we are supported by and work in partnership with the RSPCA National Society. We are primarily self-funding and the money we spend in York is raised in York and Harrogate and surrounding areas. The RSPCA has been helping animals and their owners in York since 1864.

The York Animal Home looks after 30 dogs and 24 cats at any one time. Many of our animals are brought to us via national RSPCA inspectors who have rescued them from dangerous and abusive situations. We rehabilitate and rehome around 300 animals each year.

Maintenance of the animal centre buildings, staffing costs, supporting our volunteers, veterinary bills and most importantly caring for, rehabilitating and rehoming our animals' costs around £1 million a year. We are currently undertaking an ambitious rebuild project to modernise our facilities and ensure we can rehome animals in the future.

Purpose:

The branch currently operates four charity shops (Acomb, York City Centre, Malton and Selby). We need to improve our retail offering and ensure it's contributing to the work of the charity both financially and as a window into the Animal Home.

Our Selby shop has been running successfully for a number of years and we are now looking for a new retail assistant to join our team, following the promotion of our existing retail assistant. We are looking for someone with some retail experience which they are looking to channel in a charity shop environment.

The Retail Assistant will be responsible for all the day to day aspects of running the shop including:

- Ensuring the shop is open and ready for business.
- Working hard to ensure their store is hitting their sales targets, looking good and maximising their potential.
- Recruiting and supporting a team of volunteers to support shop activity.
- Receiving and sorting donations.
- Completing all relevant paper working and banking.

Salary: £13.08/hr

Hours of Work: Part time, We are currently recruiting for 3 days and would considered candidates interested in working 1, 2 or 3 days. Working hours are 9-5 with half an hour unpaid lunch break. Days to be agreed but some weekend work is expected.

Place of Work: You will have a permanent shop location in New Lane - Selby, with the possibility of covering at any of the branch's shop locations.

- **Selby Shop - 3 New Ln, Selby YO8 4QB**
- York Shop - 5b Goodramgate, York, YO1 7LJ
- Acomb Shop - 43 York Rd, Acomb, York YO24 4LN
- Malton Shop – 10 Saville Street, Malton, YO17 7LL

Duration of Post: Permanent, subject to a satisfactory 3 month probation period and achieving agreed income targets.

Reporting to: Selby Charity Shop Manager

Application Process: Applicants must complete the required application form. Successful candidates will be required to work a half day trial shop before any job offer is confirmed.

Closing Date: Ongoing Recruitment

Interview Date: Candidates will be interviewed on a rolling basis

Main Responsibilities:

To assist with all sales floor and work area hygiene and housekeeping practices:

- Ensuring that work areas are maintained in a tidy state to avoid obstruction of walkways and doorways. To assist with cleaning back after sorting and processing practises.
- Ensuring toilets and kitchen areas are kept clean and fresh towels are available.
- Ensuring that the steamer is rinsed out once every week.
- Policing the sales area at regular intervals to ensure that good housekeeping practises are maintained.
- To assist, as instructed, with sorting and selection, processing and preparation of donated stock intended for sale or storage, ensuring that the required standards of presentation and quality are adhered to.
- To maintain the shop standards set by the manager in their absence.
- To undertake such duties as requested by the shop manager in merchandising the stock onto the sales floor each day.
- To replenish display stock in the window to the standard required.
- To assist with the planning of window themes.
- To undertake, when requested, cashing up and completion of financial forms.
- To assist in the compliance of all current legislation and organisational policies.
- To coordinate and maintain a programme of bag drops for donations.
- To assist in ensuring that volunteers understand their tasks and duties.

Ensure the following tasks are carried out:

- Culling and rotation of stock on the sales floor.
- Long-term seasonal storage, promotional events and preparation for the launch of new season products.
- To attend to customer sales at the counter, adhering to all policies and procedures and matters of security.
- To carry out regular shop floor checks to ensure that stock densities are maintained.
- Not to allow the use of personal mobiles or other devices by volunteers or staff on the shop floor.
- To carry out such other tasks as directed by the Charity Shop Manager or Branch Manager.
- To assist in the recruitment and retention of volunteers including managing a team rota.
- To uphold a good reputation in the community and promote the work of the RSPCA branch in store and online.
- To send high value and rare items to eBay to maximise profits.

Person Specification

Charity Shop Retail Assistant

	Essential	Desirable
Knowledge & Experience	• Ability to handle money and keep basic financial and administrative records. • Physical capacity to move heavy bags of clothes etc. • Ability to work alongside and support volunteers. • Communication skills, with the ability to relate to a wide range of people and resolve problems with fairness and firmness. • A flair for fashion, knowledge of brand labels and pricing levels. • Willingness to tackle dirty jobs. • Dependable, reliable and honest with a confident and enthusiastic manner. • Able to work in a very busy and energetic environment or able to work alone and with initiative. • Good IT knowledge in Word, basic Excel and Gmail/Google Suite.	• Retail, or relevant service sector experience. • Experience of managing a team of volunteers. • Experience of using social media platforms to promote the shop/stock and experience of online auction sites. • Experience in merchandising/window dressing. • An interest in crafts and collectables.