

## Raystede Centre for Animal Welfare

### Job Description

<b>Job Title:</b>	Shop Assistant
<b>Responsible to:</b>	Shop Manager
<b>Location:</b>	Raystede Charity Shop, High Street Location
<b>Grade:</b>	A

#### **Background information**

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43 acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The high street charity shops are the public face of the Charity and raise vital funds for the work that Raystede carries out. The retail team are part of the Commercial and Visitor Operations department. Upholding high standards and a friendly caring approach we help and encourage people to donate and buy goods from our charity shop. Every penny of our profits go directly into helping the animals in Raystede's care.

#### **Main Purpose of the role:**

Support the Manager and Supervisor across the Retail charity shop operation, maintaining consistently high standards throughout the shop and storerooms. Deliver excellent customer service to internal and external customers ensuring service expectations are exceeded. Serving customers and accepting donated goods. Gift Aid sign ups and general retail tasks on the shop floor and in the back office.

#### **Key Tasks**

- Maintain consistently high standards in the shop, processing room and throughout the stock room areas.
- Manual handling – movement of donated goods such as books, clothing, toys etc.
- Deliver excellent customer service in the Shop at all times.

- Be prepared and able to share information on Raystede as a charity; for example all profits go directly in to caring for our animals, what Raystede does so rehoming, rehabilitation, sanctuary, education and also where main site is and the reasons for visiting.
- Support the Manager to wholly deliver compliance regimes.
- Welcome, receive and care for visitors within the shop
- To deliver excellent customer service ensuring a positive experience for all customers
- Accepting donated goods, often helping with unloading and movement
- Rejecting certain donated goods when necessary if they fall in the various categories we cannot accept. Being able to advise why we cannot accept and giving advice on where best to take them.
- Sign up donors for Gift Aid maintaining accurate records and complying with GDPR as instructed
- Operating the till, maintaining accuracy with sales and payments
- Accurate cash handling
- Accurate cashing up
- Comply with daily banking procedures
- Reprioritise tasks as needed, for example prioritising a queue at the till over other routine tasks
- Courteous customer interaction
- Restocking shelves and rails with relevant stock
- Accurate pricing as advised by supervisor and manager
- Housekeeping and cleanliness of the shop floor and stock
- Be aware of potential theft and take guidance from the security policy to prevent loss

### **General**

- At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

### **Key Working Relationships**

General public, giving people the best experience in our shop through excellent customer service

Colleagues, team working is essential

Commercial and Visitor Ops team, being part of a bigger team to maximise efficiencies and share best practice

## Scope and Accountability

<b>Decision making and limits of authority</b>	<ul style="list-style-type: none"> <li>• Carry out duties as per job description</li> <li>• Daily modification of tasks to ensure a consistent positive customer experience</li> <li>• Defer to assistant manager or manager for anything over and above</li> </ul>
<b>Financial resources</b>	<ul style="list-style-type: none"> <li>• Cash handling, cashing up tills</li> </ul>
<b>Material assets</b>	<ul style="list-style-type: none"> <li>• Accurate stock control through sales and replenishment</li> </ul>
<b>Information and communication resources</b>	<ul style="list-style-type: none"> <li>• Maintain records as instructed</li> </ul>
<b>People management</b>	<ul style="list-style-type: none"> <li>• Work closely alongside a team of volunteers, guiding them and leading by example</li> </ul>
<b>Legal, regulatory and compliance responsibility</b>	<ul style="list-style-type: none"> <li>• Comply with instructions over Gift Aid and GDPR laws</li> </ul>

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good level of English and Maths</li> </ul>	
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Retail experience</li> <li>• Good customer service skills</li> <li>• Well organised and able to work in a tidy manner</li> <li>• Good numeracy and literacy skills</li> <li>• Ability to work effectively within a team</li> <li>• Good communication skills, ability to positively interact with different groups of people, both internal and external customers</li> <li>• High standards of personal hygiene</li> </ul>	Charity shop experience
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Proven communication skills, written and oral.</li> <li>• Excellent attention to detail.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Personal, sociable and people orientated</li> <li>• Commitment to equality, diversity and inclusion and understanding of how it applies to own role</li> <li>• Empathy and interest in animals and their welfare</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• To have a flexible approach to working hours.</li> </ul>	