

JOB DESCRIPTION

STORE ASSISTANT

RETAIL

Job Title: Store Assistant

Responsible To: Store Manager

Responsible For: Supporting the management team with supervision of volunteers

JOB CONTEXT

Across England and Wales, we operate as a federation with 116 local YMCAs that work to support young people in their communities. YMCAs share a common goal to create supportive, inclusive and energising communities where young people can truly belong, contribute and thrive.

We operate in almost 740 different communities across England and Wales impacting upon the lives of more than 630,000 people every year. The work we do every day to support young people is made to happen by nearly 7,000 members of staff and more than 5,100 volunteers.

The vision and strategy for retail includes sourcing and opening profitable and viable leased and temporary shops, which will ensure that the retail division becomes an effective, efficient and successful high street brand, which generates sustainable net contribution to support and contribute to the charitable activities of the YMCA England and Wales and the local YMCA's.

Following a review in 2015/16, a refreshed vision and strategy for the retail operation has been developed, with a focus on profitability, consolidation, investment in staff and volunteers and developing and implementing a standardised representation of the brand.

JOB PURPOSE

To assist store management with day-to-day activities involved in operating a YMCAE&W charity store, including stock processing, customer service and sales.

To be an ambassador for YMCAE&W and demonstrate the values of the organisation.

MAIN RESPONSIBILITIES

Sales and Profit

- ▶ To maximise all sales opportunities, supporting the management team to achieve store targets.
- ▶ To maximise all opportunities to increase gift aid income and ensure store compliance with all gift aid processes and procedures, including use of the Gift Aid application
- ▶ To assist with all sales promotions to ensure optimum sales and income, and to raise the profile of the store in the local area.
- ▶ To deliver an outstanding customer and donor experience that encourages customer loyalty and achieves repeat donations

Stock

- ▶ To proactively request donations of stock from customers
- ▶ To sort, steam, ticket, and price goods, following all store procedures.
- ▶ To maintain stock density levels and rotate goods on a daily basis.
- ▶ To display and merchandise goods following store management guidance.
- ▶ To assist with the movement and display of furniture and other large stock items

Premises and Property

- ▶ Follow all store health and safety procedures, reporting any concerns to store management in a timely manner.
- ▶ Achieve and maintain high standards of housekeeping and cleanliness in the back of house and store floor areas.

People and Communication

- ▶ To work effectively with a team of volunteers, assisting with their support and training where required
- ▶ Follow all safeguarding guidance, reporting any concerns to the store management team
- ▶ Build and maintain effective working relationships with colleagues, volunteers, other YMCA staff and external contacts where required.

Finance, Administration and IT

- ▶ To use the store till, following correct procedures at all times.
- ▶ To ensure that all cash and security controls and procedures are adhered to.
- ▶ To carry out any administration tasks as instructed by the store management team.
- ▶ To maximise the use of all information technology provided, including the store tablet.

General

- ▶ To comply with and implement, as appropriate, policies or instructions issued by YMCA England & Wales, and within the timescales set.
- ▶ To attend training and meetings as requested, also to carry out any additional tasks as reasonably required within the post holder's skills and competence.

SCOPE AND LIMITS OF AUTHORITY

Assists with the operation of a YMCA store in order to achieve specific sales and profit targets, under the instruction of the Store Manager. The store is a direct interface with the public and requires high professional standards.

PERSON SPECIFICATION

KNOWLEDGE & QUALIFICATIONS	ESSENTIAL	DESIRABLE
Knowledge of specifics of charity retail, including Gift Aid, donated goods sales, working with volunteers		✓
EXPERIENCE		
Sufficient experience in achieving sales and profit targets within retail or charity sector	✓	
Experience and understanding of applying Health & Safety guidelines to the shop environment	✓	
ABILITIES, SKILLS & COMPETENCIES		
IT literate and numerate	✓	
Ability to communicate and liaise effectively at all levels	✓	
Ability to work effectively in an unsupervised environment	✓	
Ability to achieve a set of financial goals, generate stock and maximise Gift Aid revenues	✓	
PERSONAL QUALITIES		
Able to work flexibly as part of a small team	✓	
Initiative and discretion and ability to identify problems and offer practical, innovative and creative solutions	✓	
Excellent interpersonal skills with the ability to relate to people at all levels, ability to communicate clearly with colleagues and members of the public	✓	
Energy, enthusiasm and determination to succeed	✓	
High personal and professional standards	✓	
Commitment to equality and valuing diversity and understanding of how this applies to the provision of retail services	✓	
Able to respect the Christian ethos of the YMCA and uphold its values	✓	
Commitment to customer care	✓	