



Charity Shop Assistant Job Description

Salary Scale	£24,784 Full Time Equivalent
Hours	7.5 hours per week (Weekends)
Responsible to	Shop Manager
Accountable to	Area Manager

As this role requires a Disclosing & Barring Certificate at an Enhanced Level you must be 18 years or above to apply

Overgate Hospice is an independent charity with a mission to ensure that patients and those close to them live with the best possible quality of life. This is enabled by provision of the highest standard of compassionate and evidence-based specialist palliative and end of life care for adults in Calderdale who have active, progressive life limiting illness.

Job Summary

As a Weekend Charity Shop Assistant at our Halifax Charity shop, you will work either a Saturday or Sunday as part of a planned rota completed in advance. You will work closely with the shop team, including volunteers, to ensure the smooth running of the store. You will provide a warm welcome and high levels of customer service, process and prepare donated goods for sale, and help maintain an attractive, well-organised shop environment. You will take responsibility for opening, operating, and closing the shop, ensuring all procedures are followed. This role combines teamwork, initiative, and a passion for supporting the Hospice.

Minimum Qualifications / Experience Required

Educated to GCSE level 5 or equivalent.
Customer service experience



Key Working Relationships

Shop Staff Team
Volunteers
Retail Area Manager
Retail Team
Income Generation Team
Local Community and supporters

Duties and Responsibilities

To work with the Shop Manager to adhere to stock control, pricing, and rotation procedures, displaying goods in the shop, and maintaining high overall standards of display and housekeeping. Responsible for holding shop keys, opening & closing the premises for trading hours ensuring that the hours are strictly adhered to on the managers day off.

Maintain a high standard of display, both externally and internally.

Achieve and maintain high standards of housekeeping, organisation, and cleanliness throughout the shop premises.

Provide the highest level of customer service to donors and customers.

Help to actively promote Gift Aid in the shop, achieve the targeted conversion rates, and manage the Gift Aid process.

Maintain awareness of competitor activity in the local area (particularly in the charity / low-cost sector) and provide feedback to the Shop Manager.

Assist the Shop Manager to ensure the shop is a safe environment that protects all staff, volunteers, and the public.

As part of this role, you will be required to engage in manual handling tasks, including lifting and carrying bags and boxes of donated stock. Training and guidance on safe manual handling practices will be provided to ensure your safety and wellbeing.

Actively encourage all donations into the shop.

Understand and comply with the requirements of Trading Standards Regulations in the shop.

Report any maintenance or H&S issues in the shop to the Shop Manager.

To carry out any other duties as reasonably requested by Shop Manager.
To work in any other shops, as necessary.

Be familiar with and able to operate all necessary procedures on the till.

To comply with the correct financial procedures. This will include accurate cashing up, banking, reporting of figures, and relevant paperwork as required.



To support the manager in merchandising creatively to ensure maximum sales and profit are achieved.

Volunteers

To assist the Shop Manager by providing advice & guidance to the volunteers in order to develop an efficient & effective team across both shops.

Customer Service

Ensure that customer service is professional and supports the ethos of the hospice.

Promote the use of the Hospice loyalty card scheme.

Support and advertise hospice events, campaigns, and awareness issues.

Build relationships with customers and the community.

Promote the role of the charity in the community.

Team Working and Leadership

Be an active, participative, and supportive member of the Retail Team to ensure that all aspects of the Hospice retail strategy are successfully delivered.

Education

Be willing to undertake further education and training as part of professional development to meet the demands of the role.

Finance

To comply with the correct financial procedures. This will include accurate cashing up, banking, reporting of figures, and relevant paperwork as required.

General

Build long term sustainable relationships within the Calderdale Community at all levels and represent the organisation at key events and activities where applicable.

Complete all administrative paperwork such as sales sheets and stock control sheets correctly and promptly.

Build key relationships with other hospices and charities both within the area and nationally where appropriate to remain competitive in the workplace.

Promote volunteering opportunities where and when appropriate.



Overgate General Duties and Responsibilities

All employees must maintain a safe working environment in accordance with Overgate Hospices Health and Safety policies & abide by the Health and Safety at Work Act (1974)

All employees must undertake relevant mandatory training.

All employees must comply with all Hospice policies and procedures and always maintain strict confidentiality within the guidelines of the General Data Protection Regulations.

All employees must adhere to the Hospice's Standards of Behaviour Framework and Values in all aspects of their work.

This job description is not exhaustive and will be subject to periodic review. The employer and the employee share responsibility to review and amend it as appropriate.

Safeguarding children and adults at risk

All Hospice staff are required to act in such a way that at all times safeguards the health and well-being of children and adults at risk. Familiarisation with and adherence to the Hospice safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

Valuing Diversity and Equality

All employees should carry out their duties in accordance with the values and principles of valuing diversity and equity of provision. It is the responsibility of all employees to support the Hospice vision of promoting a positive attitude to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Hospice's Equal Opportunities Policy.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications/Training		
Educated to GCSE 5 or above level or equivalent.	✓	
Clean, current driving licence and access to own transport for use at work		✓
Knowledge		
Knowledge of the local area.		✓
Knowledge of gift aid legislation		✓



Attributes	Essential	Desirable
Experience		
Experience of working in a busy environment	✓	
Experience of representing an organisation in a professional manner	✓	
Experience of customer service	✓	
Experience of prioritising own workload and working with minimum supervision	✓	
Minimum of 1 year's retail experience		✓
Experience of working in a charity shop		✓
Experience of working within a team voluntary or otherwise		✓
Skills/Abilities		
Excellent organisational skills	✓	
Flexible, friendly, accessible attitude	✓	
Computer literate and proficient in the use of Microsoft Office suite of programs		✓
Excellent communication skills (written and oral)	✓	
Good timekeeping	✓	
Ability to work flexible, occasional unsocial hours	✓	
Ability to work in a team which includes volunteers	✓	
Ability to maintain confidentiality	✓	
Personal Attributes		
Ability to deal with conflicting demands and pressures	✓	
Understanding of and empathy with Hospice environment	✓	
Team player who earns the trust and respect of colleagues	✓	
Positive professional approach and image	✓	
Commitment to the purpose and values of Overgate Hospice	✓	
Emotionally Resilient	✓	