



## Job Description

**Title:** Standby Shop Assistant  
**Directorate:** Fundraising, Marketing & Communications  
**Responsible to:** Shop Manager

### Main purpose of the job

To assist the Shop Manager to achieve and maximise shop sales and profit and to identify other income opportunities for the shop. To help manage and motivate a team of volunteers and to have full responsibility for the effective running of the shop in the absence of the Shop Manager.

### Key responsibilities

#### Sales and profits

- Assist with achieving agreed sales targets and maximise profit through effective cost control
- Assist with achieving gift aid sales conversion targets through maximising new donor sign ups and repeat donations
- Ensure that goods in the shop are priced appropriately and to the optimum level to maximise profits from the sale of donated goods
- To work with the Shop Manager to look for and implement new development opportunities for the shop to increase income
- Assist in organising fundraising events

#### Administration

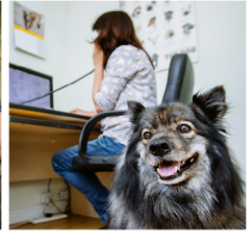
- Complete all relevant daily and weekly paperwork to the required standard and timescales
- Accurately input shop data for takings, banking and Gift Aid figures
- Follow the agreed cash handling procedures
- Take receipt of new good deliveries
- Ensure that Data Protection legislation is adhered to including Gift Aid

#### Volunteer management

- Delegate tasks appropriately to the volunteers and provide support to ensure they are able to carry out their roles to the required standards
- Provide development opportunities to volunteers to maximise their potential and to help with the retention of volunteers
- Effectively communicate any relevant information to the volunteers regarding Blue Cross and performance of the shop

#### Stock management and shop standards

- Ensure that effective systems are in place to achieve the agreed processing targets
- Ensure the shop density is kept full by ensuring that there is adequate stock available at all times
- Operate the agreed stock rotation system
- Maintain a high standard of shop presentation, merchandising and display, both in windows and in store
- Ensure that high standards of housekeeping are maintained in all areas of the shop



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### Customer service

- Provide the highest standards of customer service at all times
- Ensure that there is a welcoming and happy atmosphere in the shop
- Manage any customer complaints efficiently and effectively
- Be a strong ambassador for Blue Cross
- Keep up to date with the work of Blue Cross and actively promote what we do

### Health & safety and security

- Ensure that H&S requirements within the shop are adhered to
- Provide a safe environment for the volunteers and members of the public
- Report any accidents and incidents promptly in accordance with the set procedures
- Ensure the safe and secure handling of money and security of the premises and stock at all times

### The person

- Good organisational skills with the ability to plan and prioritise
- Good time management skills
- Excellent interpersonal skills and to be able to communicate effectively with a diverse team
- Creative flair with an eye for detail and able to present stock to the highest standard
- Able to work on own initiative
- Positive and outgoing personality
- Flexible and able to work hours as required to provide cover for the Shop Manager
- Due to the nature of the role this may involve some lone working
- You will need to be willing to assist at other shops as required
- You will be required to undertake any mandatory training as required

### Essential qualifications, skills, and experience

- Previous experience of working in a retail environment
- Cash handling and reconciliation
- Supervisory experience
- Experience in a customer facing environment
- Computer literacy and administration skills
- Ability to demonstrate, understanding and apply our Blue Cross values.

### Desirable qualifications, skills, and experience

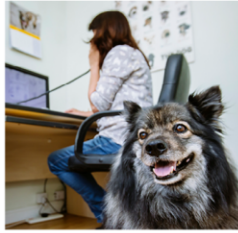
- Managing volunteers

**The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.**

### Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

**Compassionate:** We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times



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**Courageous:** We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

**Inclusive:** We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you

