

Job Description

Job Title:	Trainee Sales Assistant / Key Holder Cynorthwydd Gwerthu Dan Hyfforddiant / Deiliad Allwedd
Department:	Retail
Reporting to:	Shop Manager and / or Assistant Shop Manager
Responsible For:	Assisting the shop management team to promote excellent customer service standards in the shop and effective shop management

Purpose of Role:

Your role as Trainee Sales Assistant / Key Holder will be to support the work of Tenovus Cancer Care and help provide excellent customer service to enhance the profile of the organisation through the shop.

The role will support the shop management team to make sure our highest standards of customer service and key retail tasks are consistently in operation to run a profitable shop and foster strong community relationships and a valued volunteer team.

Main Duties and Responsibilities:

Customer Service:

- To ensure all aspects of good customer service are followed enhancing the customer experience and fostering a culture that ensures volunteers, customers and donors feel supported and valued for the contribution they make
- Engage with volunteers, customers and donors on our Tenovus Cancer Care Support Services, fundraising events and campaigns
- To work alongside a team of volunteers and develop a good working relationship with them

Shop Operations:

- To be a shop key holder to open, close and run the shop effectively in the absence of the Shop Managers according to our processes and procedures
- To always handle money and the Health & Safety of our volunteers and customers according to our policies and processes
- Support the Shop Managers in paperwork and administrative tasks by recording accurate information in relation to Health & Safety and financial paperwork
- Support the Shop Managers in the recruitment and attraction activities of shop volunteers in the local community

Shop and Facilities:

- To assist in the moving and preparation of stock to ensure that goods are effectively and attractively displayed
- To value and price high value items through online research (such as vinyl, antiques, designer clothing and collectable books)
- To maintain high standards of cleanliness and professionalism throughout the shop
- Work with the Shop Managers on shop merchandising and layout to maximise sales and back room processes effectively e.g. pricing, sorting, storage
- Maximise shop income by embracing other profit-making activities e.g. gift aid registrations, fundraising events and developing fundraising activities in the shop alongside the Shop Managers

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

Person Specification

	Essential	Desirable
Skills, Experience & Knowledge		
Good attitude to working with others as a team	●	
To recognise the value of diversity to get the best results	●	
A proactive and resilient approach to problem solving	●	
Flexible and resilient attitude to be able to change and adapt in line with business needs	●	
Able to act on own initiative and be self-motivated	●	
Any previous experience in the retail and/or voluntary sector		●
Experience of doing computer and manual admin work, such as data entry		●
Experience of working with diverse and / or vulnerable groups of people		●
Good attention to detail		●
Able to communicate through the medium of Welsh, or a desire to learn		●