



## JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Retail Assistant

**Employed by:** Imago

**Responsible to:** Service Manager

**Working hours:** Full time or part time, to include Saturdays

**Background:** Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

**Purpose of Role:** To effectively carry out day-to-day operational activities of the Imago charity shop. To provide excellent customer service and support volunteers. To maximise sales and income to support the work of Imago.

### RESPONSIBILITIES AND DUTIES

- Daily organisation of the shop spaces, routines and activities
- Contribute to the preparation of staff/volunteer rotas, ensuring cover is in place for absences
- Work collaboratively with colleagues; direct and support volunteers, work experience placements and junior team members
- Participate in volunteer recruitment processes; maintain confidential records; provide volunteer training; ensure volunteers feel valued in their role
- Provide excellent customer service and model this for volunteers and junior team members; create a welcoming environment for customers; serve customers at the till; respond to enquiries
- Drive stock generation; manage stock donations from the public; maintain gift aid records and reporting
- Participate in and oversee stock preparation: sorting, steaming and pricing
- Participate in and oversee stocking of rails and shelves; stock rotation; tidying and cleaning
- Participate in and oversee merchandising and window display to maximise engagement and sales; plan and organise seasonal and promotional activities; respond to trends
- Participate in, oversee and maximise online sales, manage listings, package sold items and prepare for post
- Ensure shop floor, and preparation/staff areas meet cleanliness and health and safety standards; ensure relevant risk assessments/protocols are adhered to
- Ensure that security and fabric of the building is maintained, and report defects to the line management and/or facilities as appropriate
- Contribute to social media and marketing
- Work closely with the service manager to ensure performance and income targets are achieved



- Liaise with the service manager and finance team on all financial aspects of managing shop activities, to include balancing takings, float, gift aid, purchasing, minimising expenses
- Promote the wider activities, values and ethos of Imago in the community
- Attend meetings as required; undertake relevant internal and external training
- Work with an understanding of and adhere to Imago policies and procedures
- Have a commitment to equal opportunities; creating an inclusive environment in which to shop, volunteer and work

## **ESSENTIAL SKILLS AND EXPERIENCE**

- Experience of working in retail
- Experience of mentoring colleagues or volunteers; able to motivate and empower others
- Excellent communication skills; able to quickly engage people
- Good standard of written work; good standard of maths and confident handling money
- A highly self-motivated, positive and resilient individual
- Confident using Microsoft Office Suite, and eBay, Vinted or similar selling sites
- Good planning skills, time management, attention to detail; creative thinker
- Ability to work independently and as part of a team; motivated to meet objectives and achieve targets
- Physically fit and able to move and lift stock and donations on a daily basis
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education

## Desirable Experience

- Confident using social media
- Hold a full driving licence with business insurance and have access to own transport

**Post is subject to references and a satisfactory enhanced  
Disclosure and Barring Service check**