



Valence School Job Description:

SHOP VOLUNTEER/WORK EXPERIENCE

Responsible to: SHOP MANAGER/ASSISTANT MANAGER

Main purpose

Support the community shop staff in providing a high-quality retail service.

Duties and responsibilities

Retail support

- Use selling skills to support the shop staff to drive sales and maximise shop income and achieve sales targets.
- Collaborate with the shop manager in maintaining a high standard of visual merchandising, both in window and inside the Shop, and ensure all areas are clean and tidy and the stock is in good order.
- Support the manager in maintaining efficient stock processing systems, including back-room systems.
- Provide the highest level of customer service to donors and customers.
- Actively promote Gift Aid in the Shop and assist with the Gift Aid process management.

Staffing support

- Commit to agreed shift rotas.
- Ensure that communication with shop staff, school staff, students and other departments is effective and contributes to securing efficiency and high standards.

Security

- Contribute to the maintenance of a health and safety in the shop premises and report any concerns to the Shop Manager.
- Ensure the shop floor is not left unstaffed during opening times.
- Ensure the security of cash and stock on the premises reporting any shortfalls to the manager.
- Ensure fire procedures are followed and all accidents/incidents are reported.

Support for the school

- Develop and maintain effective working relationships with staff.
- Maintain a good knowledge of Valence School in order that volunteer and customer queries can be answered correctly.
- Commit to promoting and safeguarding the welfare of all children.
- Participate in training sessions or safety briefings relevant to your role.
- Undertake such other tasks as may be reasonably required from time to time.
- Maintain a flexible "can do" approach.

Valence School Person Specification:

SHOP VOLUNTEER/WORK EXPERIENCE

- A good standard of literacy and numeracy skills (minimum GCSE 5/C or equivalent). Desirable
- Good organisation and communication skills. Essential
- A cooperative and friendly attitude and ability to engage with customers. Essential
- Willing to comply with all shop policies, e.g. health and safety, equal opportunities. Essential
- Ability to work effectively with colleagues. Essential
- Excellent timekeeping. Essential
- Demonstrate a commitment to safeguarding children and promoting their welfare. Essential
- Willingness to respect and maintain confidentiality. Essential
- Flexible attitude with a willingness to approach all tasks enthusiastically. Essential