

Retail

Shop Assistant



Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

To contribute towards maximising shop sales and profits as well as the successful day to day running of the shop. To deputise for the Shop Manager and Assistant Manager in their absence. To represent Age UK in a professional manner reflecting our core values.

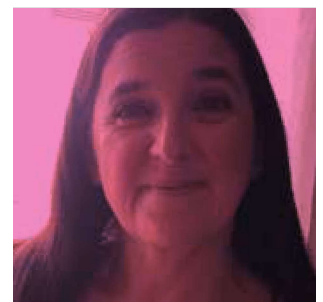
What you'll do for us

Sales

- Achieve maximum sales at all times.
- Ensure that the high standard of service to customers that is expected by Age UK is maintained at all times.
- Actively promote Gift Aid, sign up donors and achieve performance targets.

Shop appearance

- Maintain a high standard of display, both in window and internally.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises.



"I feel proud of the journey I've been on whilst working for Age UK and I'm extremely grateful for the opportunities that have enabled me to grow and flourish! It's the people that matter, we're passionate about making every person welcome in the shop, whether they come to donate, volunteer, browse or socialise."

Karen
AREA SALES
MANAGER

Our values

WE ARE BOLD

In doing what's right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

WE ACT TOGETHER

With and for older people - We act as one team, collaborating to get things done.

WE ARE FOCUSED

On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

Shop Assistant



Staff

- Work collaboratively with management and the shop team, including volunteers to increase sales and promote a happy working environment.
- Assist in recruitment and training of volunteer.

Stock

- Encourage the public to donate saleable goods.
- Use the steamer where necessary to ensure the stock is presented to its best possible advantage.
- Ensure stock density is kept full and in line with Age UK's requirements.
- Sort, hang, price and display stock in accordance with Age UK's policies and procedures.
- The role will involve moving large quantities of stock daily.
- Comply with all instructions regarding the sale of and stock control of New Goods.
- Assist the management team with counting stock bags received from van deliveries.

Administration

- Accurately undertake any administration within defined timescales.
- Bank daily in accordance with Age UK policies and procedures.
- Ensure all Age UK till procedures are adhered to and cash is kept secure.
- Report any concerns or shortfalls to the Shop Manager/Area Sales Manager as quickly as possible.
- Complete stock taking as required.

Other responsibilities

- Travel within the region where required in the performance of the job, to provide cover in another shop, or for training activities or charity meetings.

Location

Age UK shops

People management

Yes

Division

Age UK Trading CIC



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Shop Assistant



- Undertake any other appropriate duties as directed by the Shop Manager, Assistant Manager, Area Sales Manager and Divisional Sales Manager to achieve performance targets and realise the full potential of the shop.
- Comply with Health & Safety policies and procedures.
- Report any health & safety issue or maintenance to the Shop Manager/Area Sales Manager as soon as possible.
- Maintain absolute confidentiality regarding all charity information.

Must have's:

- Experience in working in a customer facing role.
- Experience of cash handling.
- Ability to lift and carry bags of stock up to 10kg's.
- The ability to work as part of an effective team.
- Able to lone work when needed.

Great to have's:

- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as commitment to equal opportunities.
- Flexible approach to work with requirement to work additional days to cover holidays and sickness or participate in trading outside of normal shop hours e.g. shop events.

Other:

- Please note many Age UK shops are split-level; please get in touch if you want to discuss accessibility in the shop you are applying to.

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