

J O B D E S C R I P T I O N

Job Title: Store Associate

Grade:

Department: Retail

Region/Nation:

Section: Marketing

Responsible for: N/A

Responsible to: Store Manager

Working Relationships:

Works closely with customers and donors.

Job Purpose

The Retail section consists of more than 700 Barnardo's shops across the UK. These high-street stores are reliant on donations from the public and corporate supporters, and generate funds from the sale of these donated items. There are a wide range of shops, from traditional charity stores to book shops and furniture. The Trading division produces and sells a range of products, including cards and gifts.

To assist the Store Manager in the running of the Store and to supervise in the Store Manager's absence as designated, ensuring that your actions reinforce the Barnardo's Basis and Values.

Key Responsibilities:

- General
- Sales
- Shop Appearance
- Stock
- Stockroom
- Staff
- Administration and Security
- Health and Safety

GENERAL

- Ensuring stock is generated over the door by members of the public and ensure donors sign up to the Gift Aid scheme.
- Ensuring all stock is sorted, priced and steamed before going onto the Store floor.
- Use of Barnardo's IS systems on a daily basis.

SALES

- Achieve profit targets by maximising sales and minimising costs.
- Ensure that the high standard of service to customers that is expected by Barnardo's is maintained at all times.
- Implement any promotion in the store as directed by Head Office or your Area Business Manager or your Store Manager.
- Actively support any national or local fundraising promotions as directed by Head Office or your Area Business Manager or line manager.

SHOP APPEARANCE

- Maintain a high standard of presentation, both in the windows and the interior of the shop.
- Ensure the sales floor layout is as per the current Sales Analysis guidelines in conjunction with your line manager or Area Business Manager.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the Store, including the sales floor and stockroom areas.

STOCK

- Actively encourage the public to donate saleable stock.
- Actively support the Store in achieving the required Gift Aid conversion rate.
- Adhere to Gift Aid procedure when processing Gift Aided donations.
- Price stock at a consistent level in accordance with Barnardo's price guides.
- Ensure there is adequate stock available on the shop floor at all times, on all key lines (stock density), including hanging, ticketing and sizing all clothing as appropriate.
- Ensure the shop density is kept full by ensuring there is adequate stock available at all times (productivity).
- Rotate stock on a daily basis so that no garment remains on the shop floor for any longer than the agreed time limits.
- The role will demand moving sometimes high volumes of stock on a daily basis.
- Arrange where appropriate, in conjunction with your line manager, a van collection service in order to provide enough stock to support the turnover of the shop.

- Comply with all instructions regarding the sale and auditing of new goods.

STOCKROOM

- Keep van collection goods and other goods separate (i.e. over the door, Gift Aid).

STAFF

- Ensure that tasks are properly delegated to staff/volunteers in accordance with their training and abilities.
- Organise a rota to ensure the Store runs effectively and the sales floor and sort room tasks are allocated.
- Create an organised and pleasant working environment for staff and volunteers.
- Inform the Store team of business communications, promotions and information relating to Barnardo's.
- Ensure that all staff/volunteers comply with Barnardo's policies, procedures and specific Retail protocols.
- Actively recruit the correct/specified number volunteers to deliver the stores objectives and KPI's.
- Provide training so they are able to perform their jobs efficiently and effectively. (All stores except Superstore.)

ADMINISTRATION AND SECURITY

- Complete all relevant administration on time in accordance to Barnardo's Manager's Manual and Head Office instructions.
- Bank daily according to Barnardo's policy.
- Ensure that all Barnardo's till procedures are adhered to and that cash is kept secure.
- Be the second named key holder with the Police.
- Notify the Store Manager or line manager in the event of a break in, suspected theft or security incident (this includes suspected dishonesty by staff/volunteers).
- Ensure that no unauthorised person is allowed to inspect the shop or examine sales or other records.

HEALTH AND SAFETY

- Provide a safe environment that protects all staff/volunteers, and the public.
- Comply with all Health and Safety (H&S) regulations as per Barnardo's H&S Policy.
- Report any maintenance or Health and Safety issues in the shop to the Store Manager (and Area Business Manager if appropriate).
- The role will demand moving sometimes high volumes of stock on a daily basis.

OTHER

- Ensure Retail Safeguarding Risk Assessments and Equality Impact Assessments are completed in line with the required practice and standards.
- Any other duties as appropriate.

PERSON SPECIFICATION

Job Title: Store Associate

All criteria are essential unless otherwise stated.

Education/Knowledge:

- No formal qualifications required
- An awareness of fashion and retail trends and how to relate these to capitalise on income.
- An awareness of how to identify and develop the market potential of a store and respond to local needs.
- An awareness of how to identify and develop the market potential of a High Fashion Superstore and respond to local needs. (Superstore only.)

Experience:

- Supervising staff/volunteers and stock taking.
- Working within retail or service industry with particular regard to customer service and contact, working in a team environment, basic administration, filing and simple analysis
- Working within fashion retail, with particular regard to floor layouts, merchandising, customer service and contact, working in a team environment, basic IT, administration and simple analysis of figures. (Superstore only.)

Skills/Abilities:

- Able to take responsibility for your own and team's development and learning.
- Able to deal with any situation which may give rise to conflict.
- Able to work efficiently with the Store Manager and Store staff/volunteers, to create and maintain a positive and enthusiastic team.
- Able to add, subtract, divide and multiply up to four figures in order to maintain budgets and complete accurately weekly income/banking sheets.
- Able to handle cash and reconcile accurately.
- Able to initiate, develop and accept new ideas to generate income within a short time frame.

Circumstances

- Flexible approach to working hours and days including working Saturdays, Sundays and Bank Holidays as appropriate and when required. Also assisting in area team, including cover at other Stores.

- There will be a need to travel to team meetings, training events etc, which will include occasional long distances and overnight stays (expenses will be paid).
- Able to access a telephone to provide out of hours emergency call cover.
- There will be a need to lift, on a frequent basis, items of various sizes and weights.

Managing Diversity

Candidates should be able to recognise the unique potential that individuals from differing backgrounds, experiences and perspectives bring to Barnardo's, utilising individual performance, responding to changing working practices and acknowledging the changing customer/client base that the organisation operates with.

Barnardo's Basis and Values, and Equality Code of Conduct

Actively demonstrate Barnardo's Basis and Values and Equality Code of Conduct in all areas of work:

- Respecting the unique worth of every person
- Encouraging people to fulfil their potential
- Working with hope
- Exercising responsible stewardship

Applicable Competencies

Listed below are key competencies, which describe how the job must be carried out in order to achieve the objectives set.

Striving for Excellence

Desires to improve performance, do a task better (faster, more effectively or at lower cost) by committing self in accomplishing challenging objectives/targets or competing against more stretching self-defined standards of excellence.

Personal Growth

Able to show adaptability and take advantage of new ways of doing things in addition to managing own personal learning and development.

Planning & Organising

Ensuring the successful achievement of results through the effective planning and management of resources, which are in line with the organisation's strategic direction. The ability to think through and adopt a clear, sensible step-by step approach to planning and organising work making effective use of time, resources in order to get the job done as effectively as possible.

Team Working

Working collaboratively and sharing information within and across Barnardo's to contribute to the effective delivery of Barnardo's services. Building and maintaining good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals.

Developing Others

Genuine intent to foster the long-term learning/development of others. Developing others to achieve excellence through detailed feedback on current performance, knowledgeable support and meaningful assignments, recognising and celebrating individual success.

Completed by the Pay and Reward Team / People Team

	Name	Code
Grade	SAA	R
Job Family	Retail and Trading	R
Job Sub-Family	Retail and Trading	RT
Organisational Level	Stores	ST