

1. JOB DESCRIPTION

1.1	TITLE	Shop Worker
1.2	EMPLOYED BY	Crossroads
1.3	RESPONSIBLE TO	Shops Coordinator / Commercial Manager
1.4	STAFF MANAGED	Volunteers and supported work experience clients

2. OVERALL PURPOSE OF POST

- 2.1 To assist the Shop Coordinator to run the Charity shop, optimising sales and revenue generation whilst providing work placement opportunities for Crossroads supported clients

3. PRINCIPAL DUTIES AND RESPONSIBILITIES

- 3.1 To help organise staffing rotas to ensure enough volunteers, staff and work experience clients to enable the shop to open for all agreed hours
- 3.2 To oversee the stock, ensuring it is priced correctly, displayed appropriately and in an attractive manner and that all donations are clean and in good condition
- 3.3 Oversee cash transactions ensuring the correct procedures are followed
- 3.4 Provide a safe environment where clients with learning disabilities can develop job skills, undergo basic training and develop a sense of worth and independence
- 3.5 Ensure the premises are kept in a clean and tidy condition, removing any hazards and overseeing the disposal of unwanted goods
- 3.6 To promote the organisation at all times
- 3.7 To be a key holder and have responsibility for security of the building
- 3.8 To participate in supervision, appraisal and training sessions to ensure that standards are constantly maintained
- 3.9 To attend regular team meetings. In the event of not being able to attend to ensure to read the minutes of the meeting.
- 3.10 To work and ensure all staff/volunteers work in a confidential manner concerning families and organisational matters
- 3.11 To respect and ensure all staff/volunteers respect the personal choice of lifestyles of colleagues and people with care needs, ensuring that the Equal Opportunities principles are applied at all times
- 3.12 To work as part of a committed, enthusiastic and dedicated team
- 3.13 To comply with Crossroads' policies and procedures and the IOM Safeguarding Board procedures
- 3.14 To undertake any other duties commensurate with the grade and level of responsibility of the post, for which the post holder has the necessary experience and/or training

4 OTHER INFORMATION

4.1 Contact with vulnerable adults and children is to be expected

PERSON SPECIFICATION

Skills and Experience	D = Desirable E = Essential
Excellent team management skills	D
Previous retail experience	E
Excellent communication skills	E
A good eye for detail and proven display arranging ability	E
Ability to conduct yourself in a punctual, honest and reliable manner	E
Experience of working with clients with learning disabilities or associated conditions	D
Ability to follow guidelines and procedures laid down by the organisation and current legislation	E
Ability to work flexible hours	D
Commitment to undertake necessary training	E
Current First Aid certificate	D
Knowledge of carers needs and the issues affecting them	D
Ability to work Saturdays	E