



# TIMEtogether

connecting people

Document: **JOB DESCRIPTION**

Job Title: **Retail Assistant**

Page Title: **JOB OVERVIEW**

Payment: £9.00 per hour

Hours: 15 hours per week

Hours Type: Nine to Five, Monday to Friday, with possibility of weekend working

Responsible to: Retail Supervisor

Responsible for: Coordination of one or more retail outlets (Charity Shop or Community Pantry)

Accountable to: Chief Officer and Trustees of Charity

Location: Skelmanthorpe & Denby Dale

Contact with: Service users/customers, volunteers, DDC management, DDC trustees, workers, public, DDC colleagues, funders, community leaders

Holiday:

Basic allowance:	4.4 weeks
Bank Holiday:	1.6 weeks
Christmas allowance:	0.6 weeks
Equivalent to:	6.6 weeks (applied to contracted hours)

Bank Holiday: Bank holidays are included in the Holiday entitlement (above) and not paid or taken in addition

Pension: 5% plus, auto enrolment for eligible staff

Other Benefits: Sick pay, travel expenses

Contract Type: Temporary for 1 year, with longevity for successful operation via funder

Contract Period: 52 weeks

Suite 5, Westleigh House, Denby Dale, HD8 8QJ

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Facebook @DDCprojects

Twitter @TimeTogether1

Charity 1118128

Company 5507412

Registered in England, Ltd by guarantee





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Job Title: **Retail Assistant**

Page Title: **DUTIES & RESPONSIBILITIES**

Legal
<ul style="list-style-type: none"><li>• To be responsible for own and other persons health and safety, reporting all hazards to the Retail Supervisor as soon as possible</li><li>• To contribute to the preparation of regular reports by the Centre Manager for the Management Committee and other relevant bodies</li><li>• To ensure customer, volunteer, visitor safety in any site</li><li>• To be proactively involved with improving and maintaining due diligent health and safety standards with own and adjacent projects in the Denby Dale Centre programme.</li><li>• To immediately report, record and give statement to any incident however minor to the Retail Supervisor</li></ul>
Training
<ul style="list-style-type: none"><li>• To undertake training and be familiar with safety equipment and safety procedures</li><li>• To undertake legal training, ie Food Hygiene, as and where necessary, and to uphold trained standards</li><li>• To be prepared to undertake relevant training as agreed with the Retail Supervisor or Training Manager</li><li>• To ensure all approved training is kept up to date as appropriate for the role</li></ul>
Behaviour & Ability
<ul style="list-style-type: none"><li>• To promote the reputation and professional nature of Time Together and all other aspects of the Denby Dale Centre</li><li>• To be able to work in isolation as a lone worker if necessary</li><li>• To communicate professionally with a clear telephone manner to members and volunteers</li><li>• To liaise with others to signpost to other professional and voluntary agencies, and services offered by The Denby Dale Centre, as appropriate</li><li>• To complete paperwork and administration as required</li><li>• To meet regularly with the Retail Supervisor and, at least monthly, to review progress and plan future activities and development</li><li>• To substitute for any retail team absence where necessary</li><li>• To represent the DDC and Time Together appropriately when dealing with others and whilst driving</li></ul>
Duties
<ul style="list-style-type: none"><li>• To work in the retail team to coordinate selling activities, both in-store and online</li><li>• To rotate stock appropriately, including date checking appropriate stock</li><li>• To achieve retail standards and to maximise operational efficiency, including completion of paperwork</li><li>• To ensure key and asset management procedures are maintained to minimise any losses to the charity</li><li>• To record and collect payments made by customers and present to the Retail Supervisor for accounting</li><li>• To travel to donation collection points and safely transport donations as appropriate (pantry only)</li><li>• To travel to meetings or connect digitally where appropriate</li><li>• To promote and support the work of the volunteers of the Denby Dale Centre</li><li>• To undertake such other duties at an appropriate level of responsibility as may from time to time be attached to the post</li></ul>



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Job Title: **Retail Assistant**

Page Title: **PERSON SPECIFICATION**

	Essential for Role	Method of Evidence	Desirable for Role	Method of Evidence
<b>Academic</b>	• Willingness to undertake further training	A I C	• Food Hygiene Certificate	A I C
	• English and Maths GCSE or equivalent experience	A I C	• First Aid Certificate	A I C
	• Driving licence with 3 points or less and access to car	A I C		
<b>Experience</b>	• Working with vulnerable people	A I	• Record keeping & maintaining systems	A I
	• Working as part of a team	A I	• Risk assessments	A I
	• Communicate effectively	A I	• Coping under pressure and manage time to meet deadlines	A I
	• Maintaining H&S standards	A I	• Working or volunteering in Third Sector	A I
	• Maintaining Retail & Customer Service Standards	A I P	• Experience of using email and general office computer	A I
<b>Behaviour</b>	• Patience to work with people in need	A I	• Undertaking further reasonable requests beyond the role	A I
	• Non-judgmental approach	A I	• Customer/client focus	A
	• Interpersonal co-operation	A I	• Integrity, sensitivity and understanding	A I
	• Able to work on own initiative & maintain enthusiasm	A I	• Managing diversity, equity & equality	A I
	• Maintain the 7 values of the charity	A I P		
	• Managing positive relationships	A I		

**Evidence Key:**

A Application  
I Interview  
C Certificates  
P Practical