



Valence School Job Description:

SHOP VOLUNTEER/WORK EXPERIENCE

Responsible to: SHOP 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.

This role involves contact with and responsibility for children and young people and will be engaged in regulated activity. The law requires this position to have an enhanced criminal background check. This is to protect children and vulnerable adults and to safeguard positions of trust. The position is therefore exempt from the Rehabilitation of Offenders Act. If your application is taken further, you will be asked to declare details of any criminal record, even convictions that are 'spent' according to the act. If you are offered the post this information will be checked against the DBS.

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