

JOB TITLE:	Sales Assistant
RESPONSIBLE TO:	Shop Manager
ACCOUNTABLE TO:	Area Retail Manager
LOCATION:	Northfleet, Pelham Road.

Main duties and responsibilities:

- Ensuring great customer service at all times and acting professionally on the premises.
- Assist in ensuring that donated stock is steamed/cleaned, priced, and displayed in line with visual merchandising standards to maximise income for **ellenor**. Ensuring stock levels on the shop floor are maintained and that the Manager is aware of stock needs daily.
- Encouraging an open, honest and welcoming working environment for staff and volunteers.
- Maintain extraordinary levels of tidiness on the premises.
- Maintain a safe working environment by following Health and Safety procedures and undergoing training as required.
- Being aware of communications and events at **ellenor** and acting as an ambassador for the charity within the community.
- Assist the Shop Manager in achieving targets.
- Comply with statutory and mandatory training.

Personal Specification:

- An effective team player able to interact successfully with staff, volunteers, and members of the public.
- Ability to self-motivate and work autonomously.
- Honest, reliable, and able to offer flexibility in working hours to suit the demands of the role.
- Maintaining a smart appearance.
- Demonstrate the ability to prioritise.
- Is committed to the cause, staff values and philosophy of **ellenor**.
- Excellent timekeeping.
- To prioritise workload and think independently.

General:

- To be aware of the philosophy of **ellenor** and to behave as a fit representative.
- To abide by the Hospices general confidentiality policy

- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
- To undertake a bi-annual performance review when a personal development plan will be discussed and developed.

This job description is not intended to be a complete list of duties and responsibilities but as a guide for information about the post. It will be amended and developed in the light of experience and will be the focus for objective setting in the annual appraisal.

Postholder's Name:	Date:
Postholder's Signature:	
Manager's Name:	Date:
Manager's Signature:	