

## CYMDEITHAS GOFAL THE CARE SOCIETY

JOB DESCRIPTION Post: Charity Shop and Shop Mobility Assistant

Based: Aberystwyth

Responsible To: Charity Shop and Shop Mobility Manager

The main objectives of the post will be: to ensure the smooth running of the Care Society Charity Shop and the Aberystwyth Shop Mobility scheme. The shop and shop mobility operate from Monday to Saturday and alternate weekend working will be required.

Shop work will involve;

- sorting of donations
- working behind the till
- dealing with customer enquiries
- supporting volunteer activities.

Shop Mobility work will require;

- hiring equipment to the public from the charity shop
- providing customers with simple instruction on use and deal with any related enquiries
- facilitating the day to day upkeep of disability scooters and wheelchairs belonging to the Care Society.

You will be working closely with the Charity Shop Manager and you will be expected to work on your own initiative as well as with teams and to work proactively with all departments of The Care Society.

This will be a temporary position for 6 weeks between 22<sup>nd</sup> July and 31st August.

Role & Responsibilities:

### **Shop Mobility**

- To familiarise yourself with operating instruction for disability scooters and wheelchairs and to provide instruction to customers on usage
- To ensure that all equipment is kept clean and presentable
- To ensure all scooters are kept charged for use

### **Charity Shop**

- To carry out general duties in the charity shop as required including serving customers and opening and closing up the shop.
- To assist in effective sorting and pricing of all donations/stock received.

- To assist in maintaining the upkeep and cleanliness of shop and ensure all stock is displayed both creatively and practically on the shop floor and in the window displays.

### **Customer Care**

- To ensure that the highest standards of customer care are maintained at all times and that any complaints are dealt with appropriately in line with organisational policy.

### **Staff and Volunteers**

- To proactively engage with The Care Societies Volunteer programme and to work with volunteers and work placements, providing guidance and supervision as required.
- To identify and bring to the attention of your line manager any concerns or instances of misconduct.

### **Security & Health/Safety**

- To ensure that all related Health and Safety regulations and organisational policies are met.
- Preparation, recording and submission of all necessary paperwork as required.
- To take shared responsibility for key holding and security of premises.

### **Finance/Business Planning/Development**

- To ensure that any financial dealings are dealt with accurately and in line with organisational policy and procedures.

### **General Duties**

- Operate within the Care Society's overall vision, policies and procedures.
- To create a positive and fulfilling environment for staff, volunteers and customers.
- On occasion to work excess hours, for example to cover absence for sickness or holidays.

### **General Care Society Responsibilities:**

- The Care Society is fully committed to the active promotion of equality and diversity in its capacity as an employer and in the provision of all its services. It is the individual responsibility of each staff member to ensure the application of this Policy.
- Under the Health and Safety at Work Act, all employees are required to take care of their own health and safety and that of other employees and members of the public, and to co-operate with the Society in complying with their statutory duties.
- Strict adherence to confidentiality, particularly regarding personal details of staff, service users and tenants is of paramount importance.

- Communication and teamwork is a vital aspect to the success of the Society's work. Consequently all members of staff are contracted to attend regular team and organisational meetings as directed.
- To contribute to the development and promotion of the projects and further initiatives within the Society.

The Job Description is indicative of the range of current duties and responsibilities of the post holder; it is not comprehensive. It is inevitable those duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met. These changes will be discussed with the post holder.

## CYMDEITHAS GOFAL THE CARE SOCIETY TERMS OF EMPLOYMENT

Shop Assistant Salary: £12 per hour

Duration: Temporary (6 weeks)

Work Base: Aberystwyth

Duty Times: 24 hour week including some Saturday working.

Smoking: A non-smoking policy operates in all Projects.

References: Any offer of employment will depend on receiving satisfactory references from current and previous employers and a Disclosure Barring Service check.

Equal Opps. : The Society operates an Equal Opportunities and Diversity Policy.

Rehabilitation of Offenders Act 1974 The post for which you have applied is exempt from the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Consequently it will not contravene the Act to disclose information about convictions which would otherwise be considered "spent".

CYMDEITHAS GOFAL THE CARE SOCIETY Person Specification using Competencies

Competency	Essential	Desirable
Team work	Ability to contribute equally and effectively to a team and to work cooperatively within a team	
Working with others	Is non-judgmental and builds good working relationships with service users and staff at all levels	
Customer focussed	Delivers excellent customer service and makes decisions based on an understanding of diverse needs	
Integrity	Trustworthy, diligent, reliable, objective and maintains confidentiality at all times	
Interpersonal Skills: verbal communication	Communicates openly and confidently, developing a good rapport	Ability to speak Welsh
Ability to work under pressure	Presents a calm and competent image and is able to function effectively in a busy, stressful environment. Able to work on own initiative	
Flexibility and adaptability	Willingness & ability to adapt to changing circumstances and occasionally cover absence/illness	
General requirement		
Health and fitness	Due to practical nature of the role candidate must be able to carry out manual handling and lifting	
Attitude	A positive attitude and ability to work independently.	