

Job Description and Person Specification

Job Title: Christmas Store Associate

Line Manager: Store Manager

Location: Various locations

Hours of Work: Various including weekends and bank holidays (on a rota basis)

Job Purpose:

- To provide excellent customer service, ensuring that customers have a positive experience while shopping for Christmas products.
- To assist in maintaining high standards of store presentation and merchandising, ensuring stock is replenished and well-organized.
- To process transactions accurately using the till and assist with the processing and sorting of donations.
- To ensure the store is fully stocked, clean, and presentable at all times, contributing to the overall success of the store.

Responsibilities:

Customer Service:

- Deliver excellent customer service by greeting and assisting customers, answering queries, and providing recommendations.
- Create a festive and welcoming atmosphere, helping customers find seasonal items.

Sales & Till Operations:

- Accurately process sales transactions using the till, including handling cash, card payments, and refunds.
- Promote any special offers or promotions running in the store, driving sales.
- Ensure till discrepancies are minimized and report any issues to the Store Manager.

Merchandising & Replenishment:

- Ensure the store is visually appealing, with festive decorations and properly displayed products.
- Regularly replenish stock on the sales floor, ensuring items are correctly priced, ticketed, and sized.

Stock & Donations:

- Encourage customers to donate any unwanted items, processing donations and ensuring they are sorted, priced, and placed on the shop floor.
- Maintain adequate stock levels of key Christmas products, ensuring the store does not run out of popular items.
- Assist in the organisation of the stockroom, ensuring items are stored neatly and efficiently.

Store Appearance & Housekeeping:

- Maintain high standards of cleanliness and tidiness across the sales floor, stockroom, and customer areas.
- Ensure festive displays are eye-catching and in line with store guidelines.
- Adhere to health and safety policies, keeping the store safe for staff and customers.

Administration and Security:

- Ensure all till procedures are followed, and cash is kept secure.
- Support in maintaining accurate sales records and stock counts as required.
- Notify the Store Manager in the event of any security concerns or incidents.

Health & Safety:

- Ensure the store is a safe environment for customers and staff, complying with health and safety regulations.
- Report any maintenance or health and safety issues to the Store Manager.
- This role involves manual handling, moving stock, and occasionally working in the stockroom.

Scope of Job Description:

This job description outlines the key duties and responsibilities of the role. It is subject to review and may be amended in consultation with the post holder to meet the needs of the business.

Note: This role is essential during the holiday season and requires a high level of enthusiasm, energy, and customer engagement. Flexibility with working hours is a must.

PERSON SPECIFICATION – CHRISTMAS STORE ASSOCIATE

Criteria	Essential/ Desirable	How Evidenced & Assessed
Qualifications and Training		
<ul style="list-style-type: none"> ▪ Good standard of numeracy and literacy commensurate with GCSE Grade c or above in Maths and English ▪ NVQ Level 2 in Customer Service or equivalent experience ▪ An awareness of fashion and retail trends and how to relate these to capitalise on income. 	D D D	A/C A/C A/I
Knowledge, Skills and Experience		
<ul style="list-style-type: none"> ▪ Knowledge of Gift Aid, or demonstrable willingness to learn ▪ Demonstrate a full understanding of what is meant by exemplary customer service and evidence of delivering this consistently ▪ Experience in a retail environment ▪ Experience of Health & Safety and fire provisions in a retail environment ▪ Experience in the charity shop environment 	D D D D D	A/I A/I A/I A/I A/I
Communication and people skills		
<ul style="list-style-type: none"> ▪ Confident and effective verbal and written skills ▪ Team working skills ▪ Ability to empathise with people in challenging emotional situations ▪ Experience of equality and diversity ▪ Experience of recognising and valuing the contribution of others ▪ Able to work efficiently with the Store Manager and Store staff/volunteers, to create and maintain a positive and enthusiastic team. 	D D D D D D	I I I I I I
Organisational Skills		
<ul style="list-style-type: none"> ▪ Excellent organisational and time management skills ▪ Ability to work on own initiative ▪ Well organised, with the ability to prioritise immediate tasks 	D D D	A/I A/I A/I
Other Requirements		
<ul style="list-style-type: none"> ▪ Flexibility and open mindedness ▪ Personal resilience and the ability to respond to change ▪ Passionate a with a 'can do' attitude ▪ Recognise the implication of working within a charity ▪ Able to transport yourself within the retail area ▪ Hold a current and valid driving licence ▪ Have access to your own transport ▪ Flexible approach to working hours and days including working Saturdays, Sundays and Bank Holidays as appropriate and when required. 	E E E D D D D D	I I I I A/I A/I A/I A/I

Key: E = Essential D = Desirable A= Application I = Interview C = Certificate