Job Title: Retail Outlet Assistant - Key Holder

Job Location: Base for mileage purposes but requirement to work across shops

Accountable to: Retail Outlet Lead

Hours of Work: 15/22.5 (depending on base) hrs to include alternate weekends and some bank holidays

Grade: D

Job Purpose:

To support the Retail Outlet Lead in the day to day running of the Charity shop in line with agreed policies and procedures, to maximise income for Alabaré.

Responsibilities:

- Make sure that the public image of the charity is reflected in the work undertaken – leading by example.
- Promote the vision of the Charity, maximise sales and maintain high levels of customer service.
- To ensure all Health & Safety standards are met, including paperwork as directed by the Lead.
- To be a key holder in order to open and close the shop, setting the alarm and ensuring all safety measures around opening and closing are followed.
- To set up the tills in the morning for trading and to cash up, reconciling the tills at the end of each day.
- To ensure good communication is maintained by checking and responding to emails and other forms of communication from manager, team, and colleagues.
- To understand the needs of Alabaré's clients and homelessness.
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information with colleagues as appropriate.
- Although initially based at one location, the Retail Assistants will be required to cover for colleagues in other locations and may be required to move location as the Charity deems necessary.

Commercial responsibilities:

- Support the Lead in realising commercial challenges and expectations.
- To stay up to date with charity retail, trends, and opportunities.
- To maximise profits by managing stock and donations appropriately. To ensure that donated goods are carefully checked. If there are items that appear to be of value and require expert knowledge, to reserve until advice has been sought. Ensure that all stock is 'tracked' via appropriate procedures.
- Ensure that goods do not contravene Trading Standards e.g. fire regulations regarding furniture etc.
- To ensure the visual merchandising is outstanding, in a clean shop with up to date Alabaré branding and point of sale.
- To support the rest of the fundraising team wherever possible with event and appeals promotion.

- To support logistics in the most cost-effective manner as regards arranging collections/deliveries and minimising waste.
- Maintain excellent customer service and a positive attitude.
- Support the Lead in shop security, including the avoidance of shoplifting.

People:

- Support the Retail Outlet Lead to effectively induct and train volunteers to agreed procedures and standards.
- Support volunteers within the shop team work in a safe manner, adhering to the Health & Safety procedures and following risk assessment and management.
- Uphold the reputation of Alabaré by maintaining high personal standards and projecting a warm, appreciative, and welcoming attitude towards customers, donors, and staff.
- Effectively communicate with management, volunteers and colleagues, cascading information as relevant. To represent Alabaré and communicate externally as required.
- Ensure confidentiality of management, staff, volunteers, and customers/clients.
- Complete and submit timesheets in a timely fashion.
- Be confident and competent in the Gift Aid process, the benefits to the Charity and dealing with this process electronically wherever possible
- Take personal responsibility to ensure you have the appropriate IT skills, equipment, and support to access the intranet, emails, and training.

Performance:

- Identify possible opportunities for improvements to the process of donations of goods and rag/waste and discuss with your line manager.
- Minimise waste and maximise profit.
- To deal with any complaints or issues within Alabaré's processes, promptly and professionally.
- Meet sales targets, supporting the Lead in events/sales/promotions as appropriate.
- To price in accordance with the general guidelines, relevant experience, and the guidance of the Lead.
- To abide by the process by which staff and volunteers purchase goods, keeping them fair and supporting colleagues to keep to the process.
- To minimise the costs of Logistics by minimising waste, maximising delivery charges, and ensuring collections are only for appropriate items.

Property and Procedures:

- Ensure any storage is kept to a minimum and facilities are maintained to an acceptable standard, complying with safety standards and tenancy obligations.
- Ensure the safety and security of people, stock, cash, and property.
- Take personal responsibility to ensure you are up to date with all policies and risk assessments, reading and signing to evidence your understanding.
- To support the Lead in the auditing of the shop, ensuring that all information required by the Quality & Assurance Manager is collected and logged online as required.
- Support Lead in shop maintenance issues, ensuring repairs are carried out promptly and cost-effectively.

Other:-

- To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children's Safeguarding Board and Adult Care guidelines.
- To adhere to the list of general duties contained within the staff handbook.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis of the annual discussion of the Charity's Appraisal Programme.

Name……..

Signed ……..…….

Date……

PERSON SPECIFICATION

	Essential – E Desirable – D	**How determined**
Knowledge		
Understanding the needs of homeless people and the support provided by Alabaré.	E	Form/Interview
Understanding of Health and Safety, Fire and other statutory legislation	E	Interview
Be willing to embrace the Charity's shared values and actively promote them in service delivery	E	Interview
IT literate, with the ability to use Microsoft Office applications and work efficiently within the organisation's intranet	E	Form /Interview
Understanding of needs & risk assessment and management process	D	Form /Interview
Knowledge of relevant legislation and quality assurance standards	D	Interview
Understanding of safeguarding	D	Form /Interview
Retail experience, ideally within a charity retail outlet or other customer service environment.	D	
Experience		
Ability to prioritise and to meet agreed deadlines	E	Form
Experience developing and maintaining successful working relationship – internal and external	E	Form/Interview
Good communication skills – telephone, face to face, and via email	E	Form/Interview
Ability to work on a flexible rota including some evenings, weekends and bank holidays	E	Form/Interview
Experience of Gift Aid	D	Form/Interview
Clean UK drivers licence and access to a car	E	Form/Interview
Qualities – E		
• Effective communication skills • Good organisational skills and time management • Self-motivated, enthusiastic and inspirational • Ability to work under pressure • Commitment to innovative practice and problem solving • Professional and discreet, promoting an excellent culture within the team. • Commitment to continuous professional development • Flexible and open-minded • Take responsibility for own decisions and actions • Candidates need to be physically robust and able to carry out lifting and movement of goods. • Honest, with integrity.		