

Job Title: Sales Assistant

Reporting To: Shop Manager

Job Summary:

To support the Shop Manager/Assistant Manager in delivering effective and efficient retail operations, including but not limited to day-to-day coordination of the shop team (staff and volunteers); accurate stock management and financial administration; proactive sales via impactful sales promotion and excellent customer service.

Our retail team are a vital part of the Midlands Air Ambulance Charity (MAAC) Group, who help to promote the organisation's lifesaving charitable cause. You will be expected to represent the charity in a professional manner reflecting our core values and beliefs.

Main Duties of the Post:

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of MAAC which may be amended from time to time.

Sales

- Support the daily floor walks process, by undertaking tasks on the action list, to ensure high standards are achieved and maintained.
- Ensure the high standard of service to customers that is expected by the MAAC is always maintained.
- Actively support any local fundraising promotions.
- Work towards daily budgets through demonstrating and providing the best sales, standards and service.
- Implement any promotions in the store as directed by the Shop Manager.

Shop Premises

- Maintain a high standard of display, both in the window, throughout the shop floor and back of house.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness across the shop floor and back of house.
- Keep merchandise clearly ticketed and priced.

Trading hours

- In the absence of the Manager, opening/closing the shop and ensuring trading hours are adhered to.
- Any shop closures will only be undertaken as a last resort (for example due to staff sickness). This change in trading needs to be agreed with either Head of Retail or a Regional Area Manager.

Staffing

- Promote an inclusive, positive and engaging working environment for all team members.
- Ensure that regular communications, such as Shop Team Meetings, take place in order that the store team are informed of business communications, promotions and information relating to MAAC.
- Ensure any Safeguarding concerns are escalated urgently to Senior Management in order for the matter is reviewed and managed accordingly.

Volunteers

- In order to support shop operations, work with the Volunteer Manager to establish and grow a cohort of supportive volunteers from the local community. As part of this you should:
 - Proactively recruit, train, develop and support volunteers based on organisational policy and process, so they add value to store operations and that individuals feel fulfilled when giving their time to the charity.
 - Working with fellow employees, take all reasonable steps to provide a duty of care to volunteers in order to irradiate the likelihood of a volunteer related issues occurring.
 - Ensure effective communications with volunteers, including lead monthly group volunteer meetings and one-to-one sessions.

Stock

- Actively encourage the public and commercial organisations to donate saleable goods.
- The role will require manual work, which include moving and sorting stock.
- Select and price stock at a consistent level in accordance with MAAC price guides.
- Rotate stock so that no items remain on the store floor for any longer than the agreed time limit.
- Follow all guidelines inline with the pricing and sale of new goods.
- Ensure the furniture collection/delivery operation is effective.

Administration and Financial Procedures

- Ensure all relevant administration is completed on time and as per the guidelines.
- Ensure all financial, cash handling and security procedures are adhered to as per the guidelines.
- To be responsible for cash management.
- Hold the keys of the store and ensure that the store premises are secure whenever left unattended.
- Notify your line manager in the event of suspected theft or dishonesty by any member of the team.
- Ensure all team members lock personal items in a locker whilst on duty.

Regulations

- Provide a safe environment that protects all staff, volunteers and the public.
- Safeguarding obligations - our duty of care to assist in the protection of individuals from harm, abuse and neglect (in accordance with policy and process). Comply with all Safeguarding, Health and Safety regulations as per MAAC policies.
- Report any maintenance or Health and Safety issues to your line manager.
- Ensuring GDPR principles are adhered to at all times.

Promotions and Campaigns

- Educate the public and promote the good name of the Charity and the branch in general through the effective use of campaigns material in the shop.

Other duties

- To attend as requested meetings and development training courses and to undertake any other duties that may arise and fall logically within your remit.

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.

ADDITIONAL INFORMATION

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder. The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development.

CHARITY POLICIES & PROCEDURES

All employees must adhere to and perpetuate all Charity policies and procedures including those relating to Fraud management, Whistleblowing, Information governance, Code of Conduct, Health and Safety, Confidentiality, No Smoking at Work and Equal Opportunities in Employment; including responsibilities under the Disability Discrimination Act. Failure to do so may result in disciplinary action.

CONFIDENTIALITY

All employees must observe and comply with the requirements of the Data Protection Act 2018, and associated legislation, and with the Common Law Duty of Confidentiality. The unauthorised use or disclosure of donor, staff or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018, or associated legislation.

CONTINUING PROFESSIONAL DEVELOPMENT

There is a requirement to participate in the Charity's Personal Development and Review process. Personnel are required to attend training as required by the Charity to help them perform their role safely and competently and to ensure the safety of others. This includes induction and refresher training at charity set intervals, as defined in the Workforce management policy.

DISCLOSURE AND BARRING SERVICE (DBS)

Post holders whose work involve, or may involve, direct contact with vulnerable adults and/or children, and/or with access to managing accounts, are subject to DBS checks every three years. Where you work directly with vulnerable adults or children, under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered 'spent'. There is an ongoing obligation to declare any civil or safeguarding issues, investigations, convictions and cautions against you, during the course of your employment.

DIVERSITY AND EQUAL OPPORTUNITIES

The Charity welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

FREEDOM OF INFORMATION

The post holder must be aware that any information held by the Charity in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Charity's policies.

HEALTH & SAFETY AT WORK ACT

The post holder is required to take responsible care for the health and safety of him/her and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the charity to ensure that statutory and charity safety regulations are adhered to.

MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS

Reducing risk is everyone's responsibility. All staff in the charity must attend training identified by the Chief Executive (or by the Business Manager). The charity uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve the service provided. All employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity" and specifically with reference to hand hygiene and aseptic techniques.

REGISTRATION

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation. **NB:** It is your duty to ensure that your registration is kept up to date.

SAFEGUARDING

The Charity has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

SMOKING STATEMENT

The Charity is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Smoking may only take place in non-public areas.

TRAVEL TO OTHER SITES

You may be required to travel to any of the airbase locations or locations where fundraising events take place. Please complete the travel expenses form. Expenses will not be paid where travel expense forms are not fully completed.