



Job Title:

Sales Assistant

Dept.:

Retail / Trading

	Essential	Evidence
A: EDUCATION QUALIFICATIONS AND TRAINING Level of education, specific qualifications, specialised training, training requirements for the job)	- IT literate - Good level General Education - NVQ ENTRY level or above / equivalent	Application Form Certificates Documents Interview
B: EXPERIENCE (Length, type and level of work-related experience)	- Commercial awareness - Working in retail environment - Working with diverse teams of people - Working with sales and profit targets	Application Form Interview
C: SKILLS KNOWLEDGE ABILITIES (Range and level of skills, depth of knowledge required for the job)	- Excellent people management skills including interpersonal skills. - Excellent customer service skills both internally and externally with colleagues, volunteers and members of the public - Ability to build & maintain positive working relationships with a variety of people, both paid & voluntary - Ability to work on own initiative and as part of a team - Self-motivated with a flexible, positive and resilient attitude able to work under pressure - Strong drive to achieve results - A competent level of IT literacy including MS Office (Word, Excel, Outlook) and social networking sites - Good communication skills, both verbal and written	Application Form Interview References CPD



	▪ Able to act as an ambassador for the overall work of the charity ▪ Able to work flexibly ▪ Good numeracy and literacy skills ▪ Ability to handle money		
D: APTITUDES AND ATTRIBUTES (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)	▪ High standards of hygiene ▪ Professional Appearance ▪ Reliability and commitment ▪ Honesty and Integrity ▪ Resilient ▪ Friendly and approachable manner ▪ Self-motivated & enthusiastic ▪ Self-discipline ▪ Punctual ▪ Flexible ▪ Attention to detail ▪ Prioritise workloads, and work with conflicting priorities	Application form Interview References	
E: OTHER JOB REQUIREMENTS (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)	▪ Excellent attendance and time keeping ▪ Team worker ▪ Processing stock deliveries regularly requires carrying and moving heavy bags of stock. ▪ Essential to undertake reasonable lifting duties ▪ Undertake full DBS/immigration/immunisations verification checks in line with MAAC policy and procedures.	Application form Interview reference	
F: PERSONAL QUALITIES AND VALUES	• RECEPTIVE - we define success as continuous improvement and aim for excellence in our live-saving services and community projects. • RESPECTFUL - we are a community-based organisation with a 'one team' culture that embraces and encourages honesty. • RESPONSIBLE - we aim to create the best possible future for everyone and thrive to place sustainability at the heart of everything we do. • RELEVANT - we are open to new ideas and ways of working across our clinical and	Application form Interview Reference	



	charity operations, providing total transparency to all stakeholders. • RECOGNITION - we value our relationships - with staff, supporters and the wider communities we serve - working together to achieve the best possible patient outcome.	
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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