



Bridges Community Shop – Monmouth

Job Description – Casual Shop Assistant

Job Purpose: We are looking for casual shop assistants to work in our busy Bridges Community shop in Monmouth. The post holder is expected to help promote local awareness of Bridges and provide customer service excellence whilst maintaining high standards throughout the shop at all times.

Salary: NMW (£8.91 Per Hour)

Hours: Casual contract - The shop manager will contact you from time to time to offer you work in the shop as required.

The shop is open Monday to Saturday; 9am to 4pm and Sunday; 10am to 4pm, flexible working hours as befits the nature of the operation.

You may be required to cover in times of staff absence and holidays.

Annual leave entitlement: Based on a full time equivalent - 22 days, plus bank and public holidays. However, you will accrue holiday entitlement based on the amount of hours that you work at Bridges Community Shop.

Reporting to: Shop Manager

Main Duties:

1. Stock donations and processing

- To encourage sufficient stock donations through pro-active and positive relationships with the local community and businesses.
- Maintain high stock standards and process the targeted amount of good quality donated stock.
- To maintain excellent display and merchandising standards at all times.
- To follow the competitive pricing in store, within the guidelines provided.
- To limit the amount of shop wastage wherever possible, ensuring unused or recycled products are disposed of through the officially designated channels.

2. Security and Health & Safety

- To adhere to the Procedure Manual at all times, ensuring that the till reconciliation and banking is completed each day, reporting any issues to Line Management.
- To undertake daily health and safety checks as directed and to be aware of first aid procedures.
- To be responsible for key holding and banking.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the shop manager additional to those shown above, from time to time.

Essential Skills/Qualities Required:

- Friendly and courteous manner
- Ability to be a team player but also able to use own initiative and work alone.
- Self-motivator
- Excellent customer service and communication skills
- Ability to remain calm under pressure
- Quick thinking
- Basic math skills
- Reliability, honesty and integrity
- Verbal communication skills

Qualifications/Training Required:

1. Good Communicator and have a basic level of numeracy – Essential
2. Customer services / Retail knowledge or experience in a similar role - preferred
3. Product display design and cash management – preferred
4. A knowledge of health and safety / Manual handling requirements - Preferred

General:

1. To comply with all Bridges Policies and procedures.
2. To maintain a high level of personal hygiene presenting a clean, smart, safe and practical appearance at work.
3. To undertake training relevant for the role (as required).

Application process:

Please complete the **Application form for all roles** on the opportunities section of our website and send it to Amy McDougall, by email to Amy.McDougall@bridgescentre.org.uk or by post to Drybridge House, Monmouth, NP25 5AS.

Application deadline: Friday 10th December 2021

Interview date: TBC

Start date: TBC

Please note it is not our policy to provide feedback to candidates who have not been shortlisted for interview.