

Person Specification



Job Title: Retail Cluster Support Assistant

Department: Retail

Location: Cluster of shops in small geographical area

Responsible to: Area Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications	Educated to GCSE standard or equivalent.	Retail or customer service qualifications/Training (e.g. NVQ Retail).
Previous Experience	Experience of dealing with customers and providing good customer care. Knowledge of selling and merchandising. Experience of working in a retail environment.	Experience of managing, and motivating a team. Experience of recruiting and managing volunteers. Experience of working in Charity Retail. Experience of working with financial targets.
Accountability for Staff & Volunteers		Experience of leading a team of volunteers.
Skills and Attributes	Organisational and prioritising skills. Ability to work independently and as part of a team. Numerator with the ability to calculate figures and competently undertake administration.	Possess an interest / awareness in fashion trends. Proactive and able to use initiative to determine appropriate actions to drive sales.

	<p>Ability to motivate self and others.</p> <p>Resilience.</p> <p>Professional.</p>	
Other	<p>Must be mobile and able to cover the shops in the cluster area.</p> <p>Must be flexible if change of location is required at short notice.</p> <p>Willing to work Saturdays (minimum three out of four), Bank Holidays and Sundays as required.</p> <p>Willing to act as a key holder.</p>	<p>Clean driving licence.</p> <p>Access to own transport.</p> <p>Able to lift heavy and/or bulky items.</p>