

Job Description			
Job Title	Charity shop coordinator	Salary	£12/hr
Hours of work:	8 hours per week (Wed/Sat or to be arranged to suit)	Term:	No fixed term
Location	Cast Affs, Shapinsay	Reporting to:	Lisa-Marie Muir
Job Summary			
<p>We are seeking a dedicated and enthusiastic individual to join our team as a Charity Shop Coordinator. The successful candidate will play a key role in supporting our charity's mission by assisting with the day-to-day operations of the shop, including customer service, stock management, and general upkeep.</p>			
Roles and responsibilities			
<p>Responsibilities:</p> <ul style="list-style-type: none"> ▪ Provide excellent customer service to all shop visitors, including greeting customers, answering enquiries, and assisting with purchases. ▪ Coordinate volunteers ▪ Maintain a tidy & organized shop floor, arranging merchandise, restocking shelves, and ensuring displays are visually appealing, often working while shop is closed. ▪ Process donations, including sorting, pricing, and preparing items for sale. ▪ Manage the day-to-day operations of the shop, including opening and closing procedures, cash handling and record keeping. ▪ Operate the till and handle cash transactions accurately, including processing payments and issuing receipts. ▪ Work collaboratively with other team members to contribute to the overall success of the shop. ▪ Adhere to health and safety guidelines at all times, including proper handling and disposal of items. ▪ Participate in training sessions and team meetings as required. ▪ Promotion of the shop and its activities through social media, community events, and other channels to raise awareness of the shop within the community. ▪ Oversee the processing and pricing of donated goods, ensuring quality standards are met and inventory levels are maintained. 			
Personal Specification			
Essential		Desirable	
Pleasant, friendly and approachable		Previous retail experience	
Able to work unsupervised		Experience delivering a high standard of customer service	
Excellent customer service skills with a friendly and approachable manner.			
Polite			
Able to work well as part of a team			
Able to work well under pressure			
Basic numeracy skills for cash handling and till operation.		Experience of handling cash and record keeping	
Be reliable and trustworthy with a positive attitude			
Be well presented & tidy at all times			

- To apply for the Charity Shop Worker position, please submit your CV and a cover letter outlining your suitability for the role to Boathouse@shapinsay.org.uk. Deadline for applications is 6th Jan. Shortlisted candidates will be contacted for an interview.