

## Edinburgh Dog and Cat Home

### Job Description

<b>Job Title:</b>	Retail Assistant
<b>Reporting to</b>	Shop Coordinator (Morningside)
<b>Responsible for</b>	Shop Volunteers
<b>Location:</b>	Edinburgh Dog and Cat Home charity shop, Morningside
<b>Salary:</b>	£7.20 per hour Hours: 30 hours per week, shift work over 7 days Fixed term for one year

#### Summary

Edinburgh Dog and Cat Home has a 134-year history of reuniting and rehoming cats and dogs across Edinburgh & the Lothians. The arrival of a new Chief Executive has seen the development of a 5-year strategic plan for the Home, with a view to becoming one of the leading animal welfare organisations in Scotland.

A vacancy has arisen within our busy fundraising and retail department for a part time retail assistant to work in our Morningside charity shop.

The post holder will assist the Shop Coordinator in the day to day running of the charity shop, providing supervision of the shop volunteers.

This is a busy public facing role therefore excellent customer service skills are essential.

#### Duties and responsibilities

- Provide a courteous, enthusiastic and helpful service to the public at all times - prompting volunteers where required.
- To ensure that the shop premises are clean and tidy at all times.
- To present merchandise in an attractive and presentable manner.
- To maintain stock generation, sorting donated goods, pricing and recycling items.
- To assist the Shop Coordinator in ensuring that all administrative and financial procedures are followed including banking, cash register reconciliation, weekly returns and volunteer records.
- To assist the Shop Coordinator and Van Driver in the rotation of stock with the charity's other shops.
- To assist with maximising Edinburgh Dog and Cat Home's fundraising and marketing opportunities within the shop.
- To provide cover at the charity's other shops when the need arises.
- Any other duties which are consistent with the duties and responsibilities of the post.

<b>Person Specification</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Good level of basic education</li> <li>• Basic numeracy skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer facing environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a charity shop</li> <li>• Experience of working with volunteers</li> <li>• Cash handling and banking experience</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills with an ability to communicate effectively with a diverse range of people</li> <li>• Confident in dealing with customer enquiries and issues</li> <li>• Self-starter, able to use own initiative</li> <li>• Ability to effectively organise, prioritise, analyse and make clear judgements</li> <li>• Ability to motivate others and maintain a positive environment</li> <li>• Ability to open and close shop securely without supervision</li> <li>• Ability to undertake administrative tasks including cash register reconciliation, banking and record keeping</li> </ul>	
<b>Personality</b>	<ul style="list-style-type: none"> <li>• Positive professional attitude</li> <li>• Trustworthy, honest and reliable</li> <li>• Enthusiastic, polite and approachable</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Presentable appearance</li> </ul>	

\*Successful applicant will be subject to the appropriate DBS check.