

# Job Description

Ummah Welfare Trust | +44 (0)1204 383 732



Reg. Charity No. 1000851

**Post:** Charity Shop Assistant (Birmingham)

**Status:** 24 to 30 hours

**Responsible to:** Charity Shops Manager

**Salary:** National Living Wage

## Main Duties of the Position

Working as a team player with a flexible approach, in collaboration with colleagues to carry out the full range of duties involved in the running of the shop inclusive of:

- To manage and enhance the sales of the charity shop wherever required by the manager.
- Providing an excellent customer service.
- Ensure the shop and its front is displayed to a high standard as directed by the manager.
- To work with a flexible approach and in cooperation with the Manager and other colleagues to enhance the charity's objectives.

## Specific Duties and Responsibilities

- Opening and closing the shop punctually on specified days, and hours worked on contracted days.
- To safeguard any property/belongings of UWT & to return back when requisitioned, i.e. keys etc.
- To provide excellent customer service, dealing with queries (including telephone queries) and communicating when necessary to relevant individuals/organisations.
- Operating tills & accepting all forms of payments, i.e. cash, credit card etc.
- Accept suitable donated goods in line with the trust's policies.
- Sorting the goods into categories, according to their quality, i.e. into saleable goods, recycling or those fit for disposal and transporting the items to their designated locations.
- Pricing goods in accordance with shop policies.
- Merchandising and re-merchandising of shop floor and shop window to required standards (with safety in mind at all times and for all).
- Maintain daily float and keep records of daily and weekly takings.
- To carry out banking protocols as per the charity policies.
- Communicate all shop requirements to the relevant person/s (i.e. stock replenishment, equipment, point of sales etc.).
- To assist in taking stock counts and stock takes, and keeping this up to date.
- Maintain a high standard of housekeeping in the shop, its surroundings and any storage areas.
- Ensuring all shop/storage areas is well maintained, tidy & presentable.
- Accepting and checking deliveries.
- Ensure recycling bank and its vicinity are kept clean and safe.
- To assist, communicate and co-operate with Recycling Manager and/or his Assistant.
- To accept monetary donations made to Ummah Welfare Trust and providing donors with an official receipt, recording and transporting of donations to as per UWT procedures. (You will be expected to have a reasonable amount of knowledge of the charity work/projects).
- To provide the relevant sales/timesheet as well as other data by the specified time.
- Any other task reasonably asked by the Shop Manager.
- To carry out any other duties as required with the nature of the position and business.

Due to the nature of Ummah Welfare Trust's charity shops, you will be required to give some time as voluntary service to distribute leaflets, help raise funds and attend events (particularly during the Ramadhan period).

**To apply for this role, please email your CV and Covering Letter to [vacancies@uwt.org](mailto:vacancies@uwt.org) by 15<sup>th</sup> March 2019. You can also email for further information.**