

# Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

<b>ROLE</b>	<b>Charity Shop Assistant – Birmingham</b>
<b>STATUS</b>	<b>Full-time</b>
<b>HOURS</b>	<b>28 hours per week</b>
<b>RESPONSIBLE TO</b>	<b>Charity Shops Manager</b>
<b>SALARY</b>	<b>National Living Wage</b>

## THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such the charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

## THE ROLE

Ummah Welfare Trust is looking for an enthusiastic, hard-working and organised charity shop assistant to carry out the duties required to run our charity shop.

## MAIN DUTIES

- Provide an excellent customer service;
- Ensure the shop is welcoming, attractive, well stocked, clean and tidy;
- Overseeing the Clothing bank and Donated Goods;
- To help increase the charity shop sales;
- To work flexibly in collaboration with colleagues to help deliver the charity's objectives.

## SPECIFIC DUTIES & RESPONSIBILITIES:

- Provide an excellent face-to-face and telephone customer service;
- Open and close the shop punctually;
- Keep shop floor and window displays well stocked, presented and replenished;
- Ensure all areas of the shop are maintained, secure, meet health & safety requirements are clean and tidy;
- Operate tills & accept all forms of payment (i.e. cash, credit card etc.);
- Accept monetary donations for UWT and provide donors with an official receipt;
- Maintain daily float and keep records of daily and weekly takings;
- To maintain daily float, weekly financial records and carry out banking protocols;
- Accept and sort suitable donated goods in line with the trust's policies;
- To assist in taking stock counts and stock takes, and keeping this up to date;
- Pricing goods in accordance with UWT's pricing policy;
- Communicate all shop requirements to the relevant UWT colleagues;
- Accept and check deliveries;
- Ensure recycling bank and its vicinity are kept clean and safe; and
- To carry out any other duties that are commensurate to this post.

## PERSON SPECIFICATION

<i>CATEGORY</i>	<i>CRITERIA</i>	<i>REQUIREMENT</i>
<b>Qualifications</b>	Core GCSE qualifications in English & Maths	Desirable
<b>Experience</b>	Experience of working in retail or customer focussed roles	Desirable
<b>Skills /Abilities</b>	Excellent customer service skills, with a friendly manner and proactive attitude	Essential
	Take pride in delivering an excellent service	Essential
	Ability to manoeuvre stock by hand and lift heavy loads	Essential
	Ability to work under pressure during busy periods	Essential
	Excellent communication skills (English language)	Essential
	Basic grasp of community languages: Urdu, Gujarati, Arabic etc.	Desirable
	Basic skills in Microsoft Office packages – especially Excel	Desirable
<b>Other</b>	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	Occasionally adapt working hours to meet the requirements of the organisation	Essential
	Residing in Birmingham or the nearby Midlands region	Desirable

**This post is subject to a Disclosure and Barring Service (DBS) check.**

The **closing date for applications is 30<sup>th</sup> September 2023**, although the position may close sooner if the right candidate is found.

To apply for this role, please email your CV and Covering Letter to [vacancies@uwt.org](mailto:vacancies@uwt.org)

Please ensure that you **address how you satisfy each of the criteria in the person specification in your covering letter.**

For more information or discussion about the role please contact: 01204 661049