



Charity Shop Assistant Manager – Employee Specification

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Key Skills and Strengths	Essential	Desirable
Excellent communication skills, able to communicate effectively with		
a diverse range of people	$\sqrt{}$	
Able to direct, supervise and support volunteer team members	$\sqrt{}$	
IT literate	$\sqrt{}$	
Excellent organisational skills	$\sqrt{}$	
Knowledge of shop systems and procedures	$\sqrt{}$	
Understanding of retail legislation, health and safety, fire procedures	$\sqrt{}$	
Able to focus with attention to detail	$\sqrt{}$	
Artistic flair – able to design engaging shop displays	$\sqrt{}$	
Able to demonstrate a methodical, organised and flexible approach	$\sqrt{}$	
Able to maintain accurate records and systems	$\sqrt{}$	
Able to ensure all policies and procedures are adhered to	$\sqrt{}$	
Understanding of mental health issues		$\sqrt{}$
Excellent customer service skills, customer-focused thinking		
Able to plan, organise and prioritise workload		
Able to promote the wider aims of Wiltshire Mind Charity	$\sqrt{}$	
Experience		
Practical experience of working in a busy shop environment.	$\sqrt{}$	
Working towards agreed KPI	$\sqrt{}$	
Managing volunteer rotas		
Experience of retail housekeeping and stock management		
Experience of managing product categories to achieve optimum		
sales		
Acting as a team leader		
Responding to queries and simple problem-solving	$\sqrt{}$	
Maintaining manual and electronic filing systems		
Experience of working within the charity sector		V
Personal style and characteristics		
Self-starter	1	
Commitment to providing a high-quality customer experience	$\sqrt{}$	
Professional and friendly manner	\downarrow	
Excellent communicator on all levels	\downarrow	
Team player	\downarrow	
Multi tasker	\downarrow	
Flexible	, V	
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