

JOB DESCRIPTION

Job Title:	Bank – Charity Shops Assistant
Department:	Charity Shops
Line Manager:	Charity Shops Manager
Responsible For:	N/A – no direct line management responsibility

Scale:	Band 3	Salary:	Hourly rate is £13.69 per hour plus a payment in lieu of annual leave of £1.99 per hour worked
Hours:	Bank – variable, as required by the shop rota	Term:	Sessional /Bank

MAIN PURPOSE OF THE ROLE

Working closely with the wider Shops team and our volunteers, this role helps run HARP's Charity Shops day to day, covering shifts according to the rota.

As a Bank role, you'll work flexibly across different shift patterns, including weekends, to help cover annual leave, sickness and other absence – keeping our Charity Shops running smoothly for the people and communities who rely on them.

KEY RESPONSIBILITIES

Shop Operations

- On working days, open and close the shop, handle cash and banking, and work within HARP's policies and procedures.
- Support volunteers to give HARP's donors and customers an excellent experience.
- Support volunteers to encourage good-quality stock donations from the public.
- Handle customer complaints or queries calmly and fairly while on shift.
- Keep the shop floor fully stocked, always following the price guide provided.
- On working days, make sure HARP's Trading Manual is followed.
- Help maintain and improve Gift Aid levels by asking customers and donors about it, and following the correct Gift Aid procedures.

Flexibility and Team Working

- Work flexibly across shift patterns, including Saturdays and Sundays, to provide holiday and sickness cover so HARP's retail operation keeps running effectively.
- Work as part of the team and co-operate fully with other HARP services.
- Show flexibility and a positive approach to reasonable requests from management, to help HARP achieve its aims.
- Occasionally travel to team meetings, training, supervision and performance reviews.

Health, Safety and Wellbeing

- On working days, take responsibility for health & safety and the welfare of volunteers, visitors and customers in the shop.
- On working days, make sure all statutory responsibilities are met, including fire and health & safety regulations.
- Foster a can-do culture by working with the team to find solutions to problems.

GDPR and Data Protection

- Keep all HARP data in line with HARP's GDPR and Data Protection policies and current national legislation.

Confidentiality

- Treat personal, private or sensitive information about individuals, organisations, clients or staff with confidentiality.

PERSON SPECIFICATION

#	Criteria	Essential / Desirable
Qualifications		
1	Good standard of general education (e.g. GCSE or equivalent), including basic numeracy and literacy	Desirable
Relevant Experience		
2	Experience of working in a retail, customer service or charity shop environment	Desirable
3	Experience of cash handling and following agreed banking or till procedures	Desirable
4	Experience of working alongside volunteers	Desirable
Skills, Knowledge and Abilities		
5	Good customer service skills, with the ability to build rapport with donors, customers and volunteers	Essential
6	Confident handling cash and following agreed financial procedures accurately	Essential
7	Able to work flexibly across a rota, including weekends, to provide holiday and sickness cover	Essential
8	Good communication skills, with the ability to resolve customer queries or complaints calmly and fairly	Essential
Personal Attributes		
9	A team player who works well with volunteers and colleagues, treating everyone with warmth and respect	Essential
10	Reliable, flexible and solutions-focused, with a positive, can-do approach	Essential

BEHAVIOURAL COMPETENCIES

This role is assessed against HARP's Core Behavioural Competency Framework at the levels set out below:

Competency	Level Required
People First Practice	Level 1
Integrity, Humility & Learning	Level 1
Kind, Clear Communication & Relationships	Level 1
Professional Accountability & Quality	Level 1
Purposeful Leadership, Change & Resilience	Level 1

Competencies are assessed at interview and form part of ongoing supervision, probation review and annual appraisal. The full framework will be shared with shortlisted candidates prior to interview.

HARP is committed to equality, diversity and inclusion. We welcome applications from all sections of the community and particularly encourage applications from people with lived experience of homelessness.

