

***Person Specification: Shop Assistant  
RSPCA Westmorland Branch***

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION &amp; TRAINING</b>		Recognised standard in literacy and numeracy with IT skills.
<b>EXPERIENCE</b>	Providing customer service and experience of dealing with customers	Retail experience  Experience of working in the charitable retail sector  Experience of working with trustees, staff and volunteers  Being a business key holder
<b>SPECIAL SKILLS &amp; KNOWLEDGE</b>	Cash handling and banking  Able to merchandise a wide range of goods  Able to train new staff and volunteers. Able to direct and monitor the work of volunteers  Able to use the internet to look up the value of donated goods  Able to write clearly, accurately and neatly. Able to count money accurately  Able to problem solve  Excellent customer service skills and able to make and take phone calls in a pleasant and assertive manner	Knowledge of basic trading standards law  Basic understanding of Gift Aid
<b>PERSONALITY &amp; DISPOSITION</b>	Sympathy with the RSPCA's aims and policies  Able to relate well to people from all backgrounds  Well presented. Pleasant disposition and approachable  Manual handling ability	
<b>SPECIAL CIRCUMSTANCES</b>	Must be able to work flexibly across 7 days. Must be able to work extra hours to cover for staff holidays or sickness and be willing and able to work longer than the contracted hours when the job demands.  Able to take on the full range of the shop duties. Physically fit and able to bend, lift, carry, stand up for long periods, negotiate steps. Able to occasionally travel to meetings and training when required	Able to manage stairs carrying goods many times a day.