

Retail Assistant

Purpose of the Position:

To effectively support the Shop Manager of the Trade Aid Store whilst upholding the objectives of the Trade Aid movement.

Reports To:

Shop Manager

Prime Relationships:

Internal: Manager, Trust, staff, Volunteers

External: Customers

Duties and Responsibilities	Key Indicators of Desired Performance
<p>Maintain and use the systems for the management and reporting, as directed by the manager, of store operations including;</p> <ul style="list-style-type: none">• Stock Management• Sales• Cash Handling• Customer Service• Administration and Accounts.	<p>Understands the needs and expectations of the Manager.</p> <p>Communicates honestly, openly and respectfully, with the Manager, Trust, Staff and Volunteers.</p> <p>Shop performance steadily increases (generally) towards set targets.</p> <p>Manages and maintains stock to the guidelines set by the Manager.</p> <p>Customers' feedback shows that the experience of visiting or shopping at the store is consistently welcoming, relaxed, fun and professional.</p> <p>General administration and accounting systems are maintained and delivered to the standards set by the Manager.</p> <p>Understands and complies with the Trade Aid vision and charter.</p> <p>Well informed about producer groups and products.</p> <p>Represents Trade Aid and store at promotional events as required.</p>

Duties and Responsibilities to the Organisation	Key Indicators of Desired Performance
<p>A: Performance and Growth</p> <p>Increasing our ability to build just and sustainable communities through fair trade depends on increasing sustainable business with our Trading Partners. We aim to take every existing possible opportunity for growth in our trade with them, to extend and create further possibilities wherever we can.</p> <p>To these ends all Trade Aid position-holders have a duty to strive for continuously improved performance reflected in reputation, turnover, savings, profit, and our capability and capacity (both individual and collective).</p>	<p>A: Performance and Growth</p> <p>Takes responsibility for promoting Trade Aids principles and purposes in own behaviors at all times.</p> <p>Works methodically, accurately and efficiently.</p> <p>Sets standards of excellence for own work and work projects, and systematically monitors and reports on own progress against them.</p> <p>Takes every opportunity to identify and to make or recommend continual improvements to own individual performance and the collective performance.</p> <p>Plans and manages own tasks and workload methodically.</p> <p>Completes tasks on time and to the standard required.</p> <p>Distinguishes and prioritises amongst competing workload issues, the important tasks whose completion is likely to avoid crises arising from the accumulation of important tasks which have become urgent and last-minute.</p> <p>Is controlled and methodical when challenges or problems are encountered.</p>
<p>B: Customer Focus and Continuous Improvement</p> <p>We are, each and all of us, both suppliers and customers. The prime measure of whether or not we are providing an appropriate quality of service for our customers is our customers' answer to that question.</p> <p>In other words, whatever our own view of the quality of our services, it is in fact defined by the customers' perception of it and that is our reference-point for making quality improvements. Trade Aid is, however, also driven by principle and all quality improvement efforts must be consistent with our principles. It could be said that we are a principles-led and customer-informed organisation.</p>	<p>B: Customer Focus and Continuous Improvement</p> <p>Knows who customers are both within and outside of the organisation.</p> <p>Develops constructive, congenial relationships with the customers.</p> <p>Understands the needs and expectations the customers have in relation to performance of own role.</p> <p>Communicates with all customers honestly and respectfully</p>
<p>C: Support and Development</p> <p>As a just world depends on understanding the lives and broad issues other people face, and on respecting and supporting them with those issues and their aspirations, so too, within Trade Aid.</p> <p>As part of respecting and supporting the Trade Aid Store community of staff and volunteers, we do all that we can within the bounds of our Charter and Purpose to understand their needs and aspirations, and develop their potential.</p>	<p>C: Support and Development</p> <p>Takes every opportunity to participate in training offered and actively seeks to develop own competencies and skills.</p> <p>Communicates clearly with other members of staff to ensure others understand what is said and what is being said to them.</p> <p>Takes account of the needs of others in all that is done.</p> <p>Regularly acknowledges and affirms the work and efforts of others.</p>

<p>D: Health and Safety</p> <p>As part of improving the lives of all those with whom we come in contact, we strive for healthy and safe workplaces in which people experience themselves as valued and respected, for both our Trading Partners and everyone within the local Trade Aid store community.</p> <p>We interpret “health” as including “wellbeing”, and “safe” as including emotional and cultural safety.</p>	<p>D: Health and Safety</p> <p>Is sensitive to the emotional and cultural safety of others.</p> <p>Treats others in a respectful manner.</p> <p>Routinely gives constructive feedback.</p> <p>Behaves courteously to others in the course of own work.</p> <p>Actively participates in maintaining a safe and healthy work environment.</p> <p>Consults, collaborates and cooperates Store staff to contribute to a sense of shared purpose, interdependence, support and teamwork.</p>
<p>E: Cooperation and Participation</p> <p>Just and sustainable communities depend on commitment to cooperation and participation. We strive for the maximum possible involvement in Trade Aid and the decisions of those who are or may be affected by them.</p>	<p>E: Cooperation and Participation</p> <p>Takes an active part in the decision making process.</p> <p>Takes an interest in what is happening and keeping well-informed on current issues.</p> <p>Passes on information that informs and helps others.</p> <p>Takes an active part in social functions.</p>

Variation of Duties

These responsibilities are not necessarily exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work or work environment.

Such changes may be initiated as necessary by the person to whom this position reports to and will be discussed with you. Where changes are necessary the job will be re-negotiated and this Position Description re-written.

Appraisal Process

An appraisal will take place annually. The purpose of the appraisal will be to:

- Assess your performance over the past year with reference to your position description and Trade Aid’s organisational drivers.
- Follow up on development needs and plans to achieve them.
- Focus direction and activity for the next period.