

Person Specification – Assistant Manager

Requirement	Essential	Desired	How Assessed*
Education/ Qualification		Good general education to GCSE or equivalent level	Application Form
Experience	<ul style="list-style-type: none"> • Retail experience as a Manager or Supervisor. • Experience of cashing up and administration. • A working knowledge of Health and Safety, trading standards. • Working to deadlines, attaining targets. • Experience of merchandising and display. 	<p>Working in the charity retail sector.</p> <p>Experience of working with volunteers.</p>	Application Form/Supporting Information & Interview
Knowledge and Skills	<ul style="list-style-type: none"> • Strong interpersonal skills with an ability to communicate effectively with a diverse range of people • Excellent communication skills both written and verbal • Able to work as part of a team or on own • Good administrative and organisational skills • Good IT skills and knowledge of Microsoft Office • Deliver excellent customer service • Have an eye for attention to detail • Being able to work under pressure • Ability to motivate and lead volunteers & staff 	Knowledge of Microsoft 365	Application Form/Supporting Information & Interview
Values and personal attributes	<ul style="list-style-type: none"> • Have hands on approach in all areas • A can-do attitude • A flexible attitude • Adaptable, willing to try new thing. • Tactful with diplomacy • Energetic 		Supporting Information & Interview
Other	<ul style="list-style-type: none"> • Willing to help out at other locations as required • Work extra hours if required • Work weekends • Willing to undertake all training as required • Physically fit and able to carry out repeated moving, handling and lifting of donations and furniture on a daily basis. 		Supporting Information/ Interview
DBS	Enhanced		

* **Shortlisting candidates for interview** – the information you provide in your application, which includes a section entitled 'Supporting Information', will be scored against the above essential and desired criteria.