

# Shop Assistant



## About the role

A pivotal role to be part of a team in one of our Retail Stores.

### We'd love you to

- Achieve profit targets by maximising sales and minimising costs.
  - Ensure that the high standard of service to customers that is expected by Mencap is maintained at all times.
  - Maintain a high standard of presentation, both in the windows and the interior of the Store.
  - Actively encourage the public to donate saleable stock and achieve the required Gift Aid (GA) conversion rates and to manage the GA process.
  - Ensure there is adequate flow of stock from the stock room to the shop floor.
  - Ensure there is always adequate stock available on the shop floor, on all key lines.
  - Select and price stock at a consistent level in accordance with Mencap's price guides.
- Rotate stock daily so that no items of stock remain on the shop floor for any longer than the agreed time limits.
  - Comply with all Health and Safety (H&S) regulations as per Mencap's H&S policy.
  - To assist the Store Manager in the following and to have full responsibility in the Managers absence.
  - Maintain an organised and pleasant working environment for staff and volunteers.
  - Comply with all Health and Safety (H&S) regulations as per Mencap's H&S policy.
  - To assist the Store Manager in the following and to have full responsibility in the Managers absence.

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"Listening, supporting and including one another is a vital part of working in our team."

Dean



**About you**  
 Passionate about people results and making change.

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 "The right attitude and living our values is really important. You need be willing to learn, grow and change for yourself and for Mencap's future." Dean

### We'd love you to bring...

- ❖ Able to take responsibility for your own and your team's development and learning.
- ❖ Deal with any situation which may give rise to conflict.
- ❖ Work efficiently with the store manager and store staff/volunteers, to create and maintain a positive and enthusiastic team.
- ❖ Able to add, subtract, divide, and multiply up to four figures in order to maintain budgets and complete accurately weekly income/banking sheets.
- ❖ Able to handle cash and reconcile accurately.
- ❖ Able to initiate, develop and accept new ideas to generate income within a short time frame.

### We'd also love you to...

- Able to handle cash and reconcile accurately.
- Desires to improve performance, do a task better (faster, more effectively or at lower cost) by committing self in accomplishing challenging objectives/targets or competing against more stretching self-defined standards of excellence.
- Able to show adaptability and take advantage of new ways of doing things in addition to managing own personal learning and development.
- Be aware there will be a need to lift, on a frequent basis, items of various sizes and weights.
- Complete a DBS (Criminal Record) check

## Who you will be working with

People with a learning disability their families, friends and carers

Store Manager

Area Business Manager

Store Volunteers

Internal support teams such as HR or Personal Services



▶ [Click here to listen to what our colleagues think](#)

## Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are **Inclusive** of everyone

You will be inclusive by making sure that your services support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard and different views listened to

We are **Brave** we challenge and try new things

You will be brave by encouraging people to have big ideas about what would make their service/team the best place to work and you will test things out and learn from mistakes

We are **Positive** in our work and with each other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are **Kind** to everyone

You will be kind and considerate in all of your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work