**Full job description**

**Job Title:** Shop Co Ordinator

**Responsible to:** Manager

**Location:** Age Concern Office, Brook Street, Coleraine

**Hourly Rate £12.50**

**Terms and** Working hours will be 21 hours per week

**Conditions:** Evening and weekend work may be required.

**Post Duration:** This post will be reviewed in 6 months

**About Us**

Age Concern Causeway was set in 1977 by local people to support and empower older people in the area. ACC aims to address issues affecting people as they age, helping reduce loneliness and create opportunities for social engagement. We have a skilled and dedicated volunteer force, who with professional support deliver vital services.

ACC aims to help keep people living with dementia in their own homes and maintain independence for as long as possible. ACC adopts a person-centered approach, connecting with others, building, and maintaining relationships, embracing uniqueness and providing a safe supportive environment with high levels of dignity and respect

We are looking for an experienced Retail Co Ordinator to join our team!

**What we are looking for:**

* Excellent customer service skills with an ability to communicate with tact and discretion
* Retail Sales experience, preferably in fashion/clothing,

**Main Duties and Responsibilities:**

* Maintain a positive and happy atmosphere with particular attention to customer service and public relations
* To arrange and support on-going fundraising events and activities and meet certain targets
* To be aware of the health & safety of all concerned within the shop, volunteer and public
* To ensure the shop is opened for trading during specific trading hours
* To ensure that all window displays are attractive and changed weekly
* Be flexible with working hours when required by the needs of the business (sickness, holidays, promotions and other shop cover if required)
* Promptly report to the Manager any difficulties that may be experienced with Volunteers and Workers
* Ensure the shop is kept clean and tidy at all times, maintaining visual merchandising
* Ensure that all products displayed on the shop floor are of a good standard and priced in line with the brand pricing guide
* Take share the responsibility of donated goods to ensure proper presentation and merchandising to the fullest potential, including security, steaming where necessary, pricing, ticketing and stock rotation
* Undertake responsibilities as required in the observation of all fire procedures, location of extinguishers and Health & Safety
* Undertake shop related duties and other ventures as might be required from time to time including attendance at meetings, training courses etc
* Fully acquaint oneself and all volunteers and staff with the Volunteer Policy document
* Familiarise oneself with the Policies and Procedures Manual and Shop Policies
* Be knowledgeable of the gift aid process and attend training when required
* Any other duties that may be requested by the Shop Manager or Area Supervisor

**Other requirement:**

Flexible to work 3 over 7 trading days, 21 hours per week (must be flexible across days)

Owing to the nature of this position, any offer of employment for this role will be subject to a satisfactory Access NI check.

**We are an equal opportunities employer**

Job Types: Temporary , Part-time

Schedule:

* Day shift
* Weekend availability

Experience:

* Sales Assistant: 1 year (preferred)