

Person Specification

Assistant Shop Manager

Skills and Experience	Essential	Desirable
Education and training	Good general education,	Current driving license Basic Food Hygiene certificate
Experience	Some previous experience in retail/food retail/sales	People management and training Working with volunteers
Skills and Attributes	Effective communicator with customers, volunteers, suppliers and the community Good Planning/organisational skills A good eye for detail and presentation Able to create a positive customer experience Basic IT skills including accounting software, Word, Excel, email, Internet	Flexible approach regarding working hours during shop opening times Experience of EPOS (Electronic point of sale) systems and card readers Proficient with administrative and financial admin systems
Values and Attitudes	Flexible and adaptable Remain calm under pressure Team Player – able to motivate, lead and support Commitment to community-based objectives Complies with organisational values and legal obligations. Acts fairly and ethically in dealing with concerns/conflicts	
Knowledge	Willingness to learn about Ordering and buying, stock control, rotation and pricing Health and Safety issues Marketing and promotion Developing and maintaining shop procedures and practices	Experience of a community enterprise
Security	Prepared to be a Keyholder and Lone Work DBS code of practice - GOV.UK (www.gov.uk)	

. Training will be offered in relation to basic food safety and the sale of alcohol and tobacco products.