

## BILLINGSHURST SHOP ASSISTANT – VOLUNTEER

### ABOUT HORSHAM MATTERS

Horsham Matters Ltd is a social enterprise set up by Horsham Churches Together whose aim is to help those in need in the local area. They are committed to helping those who are unable, for whatever reason, to help themselves. They do not make any judgement on why someone is in the situation they are but aim first to meet their practical needs and then, working with partner organisations as appropriate, to help them with wider issues such as debt advice, pregnancy counselling or addiction.

### ROLE DESCRIPTION

#### KEY RESPONSIBILITIES

Reporting to the Shop Manager, the Shop Assistant's role is to provide excellent service to all customers of our new shop in Jenger's Mead as well as helping manage the till and taking payments. The positions are available for Tuesday through to Saturday.

#### CORE DUTIES

- Providing assistance and advice to any customers requiring help
- Keeping the shop and displays clean and tidy at all times
- Assisting in changing displays of shop stock
- Being responsible for the safety of the till at all times whilst on duty
- Operating the till and accurately handling cash, cheques and credit/debit card transactions
- Checking that bank notes used in payment are genuine
- Being vigilant at all times and to help minimise stock loss

#### SHIFTS REQUIRED

- There are two shifts each day, Tuesday to Saturday, 09:30 to 13:00 and 12:30 to 4pm

#### ADDITIONAL DUTIES

- Developing a good knowledge of the shop and what types of goods are available
- Informing the public about the work of Horsham Matters
- Working as part of a team with the other members of the shop

## PERSONAL REQUIREMENTS

### EXPERIENCE

- Previous experience of operating a till is ideal and training will be given
- Previous experience of working in a busy shop environment is ideal but not essential

### SKILLS

- Must be numerate and comfortable with customers in a sales environment

### GENERAL

- Ensuring any issues concerning customer care are reported to the Shop Manager
- Adhering to the current Horsham Matters standards of presentation for dress
- Ensuring all Health & Safety procedures are effectively carried out and reporting any concerns to the Shop Manager

### Contact Details :

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