

Person Specification

Post Title: Retail Assistant		Grade	Department: Retail	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Good standard of education including literacy and numeracy	Application form	Qualification in retail or customer services equivalent to NVQ level II	
Experience	Retail or E-commerce/Customer experience in the commercial or voluntary sector and/or qualification in retail or customer service sector	Application form/interview	Experience in the Charity retail sector Experience of packing and posting customer orders Experience of listing items for sales across various online selling platforms	Application form/interview
Skills and Knowledge	Knowledge of the retail sector and online selling platforms Excellent customer service skills IT literate with good computer skills	Application form/interview	Additional skills knowledge acquired through work history Ability to list items for sale on various online selling platforms Knowledge of various social media platforms	Application form/interview
Personal Attributes	Excellent communication skills. Ability to work as part of a team Motivated and passionate about business and customer service Adaptable and flexible Positive and enthusiastic attitude	interview		

Special Requirements	The role involves a high degree of physical work. Occasional requirement to work in other retail environments across the Hospice retail estate		Able to travel independently across retail sites.	
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Signature of Post holder:

Date:

Signature of Manager:

Date:

