



SPARX Charity is looking for an energetic, organised and proactive individual to oversee the running of our new outlet opening soon in Stevenage Indoor Market.

We're starting a new phase of charity store launches. Including the launch of our new outlet in Stevenage as part of an exciting retail transformation.

You'll be overseeing our shop staff/volunteers and maximising revenue to support the activities of the SPARX Charity.

Excellent communication and interpersonal skills are essential. A background in retail is essential, and Team Leader/Assistant Management is desirable.

**Permanent post**  
**36 hours p/w**  
**£22,000 per annum starting salary.**  
**+ Bonus structure based upon results.**

Please send CV through to: [lynch.elaine@hotmail.co.uk](mailto:lynch.elaine@hotmail.co.uk) and [martin.keech2@googlemail.com](mailto:martin.keech2@googlemail.com)

### TEAM LEADER JOB DESCRIPTION

#### JOB PURPOSE

1. To oversee a team of staff/volunteers to ensure that all aspects of the store are running effectively. This includes administrative duties and visual merchandising.
2. To deliver excellent customer service.
3. To ensure that the stock within the store is marketed to obtain maximum sales.

#### MAIN DUTIES AND RESPONSIBILITIES

1. Produce a rota for staff/volunteers to always ensure sufficient cover.
2. Ensure staff/volunteers are trained in all aspects necessary for the smooth running of the

store.

3. You will be responsible for all administration duties, including collection of timesheets and expenses. These are to be forwarded to Head Office on time.
4. Oversee the banking of shop takings and ensure this is banked daily, according to the procedure.
5. Oversee the cashing-up process at the end of each day.
6. Work with staff/volunteers to display the stock to encourage custom.
7. Liaise with the Head Office to ensure there are adequate stock levels in the shop. To oversee the administration process for receipts of all stock.
8. Use your initiative to propose new ways of working within the store that may enhance the day-to-day work methods and activities.
9. Be responsible for ensuring all reasonable care is always taken for the health, safety and welfare of yourself and other persons. To comply with policies and procedures relating to health and safety within the store.
10. Commitment to equality and diversity in both the delivery of services and to staff/volunteers and customers. Demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11. Willingness to work outside of normal hours, on occasion.
12. Such other duties as necessary to undertake the scope of the job.

### PERSON SPECIFICATION

### ESSENTIAL

1. An ability to prioritise your workload to meet deadlines and targets.
2. Communication skills necessary to liaise with staff, volunteers and customers appropriately.
3. Organisational and time management skills to ensure procedures are followed promptly.
4. Reliable, honest and trustworthy.
5. Able to take responsibility for own actions, setting high standards for performance to meet goals and targets.
6. A personal commitment to diversity and equality of opportunity for all staff, volunteers and customers in the workplace and through the provision of services.
7. Demonstrates an awareness of, and a desire to implement and uphold SparX Charity's Equal Opportunities policy.

#### DESIRABLE

1. Working experience within a charity/retail trade, although training will be given.
2. Competent in the use of technology.
3. Understanding of till systems.
4. Experience in managing projects.

