

**Person Specification – Assistant Manager**

Requirement	Essential	Desired	How Assessed*
Education/ Qualification		Good general education to GCSE or equivalent level	Application Form
Experience	<ul style="list-style-type: none"> <li>• Retail experience as a Manager or Supervisor.</li> <li>• Experience of cashing up and administration.</li> <li>• A working knowledge of Health and Safety, trading standards.</li> <li>• Working to deadlines, attaining targets.</li> <li>• Experience of merchandising and display.</li> </ul>	<p>Working in the charity retail sector.</p> <p>Experience of working with volunteers.</p>	Application Form/Supporting Information & Interview
Knowledge and Skills	<ul style="list-style-type: none"> <li>• Strong interpersonal skills with an ability to communicate effectively with a diverse range of people</li> <li>• Excellent communication skills both written and verbal</li> <li>• Able to work as part of a team or on own</li> <li>• Good administrative and organisational skills</li> <li>• Good IT skills and knowledge of Microsoft Office</li> <li>• Deliver excellent customer service</li> <li>• Have an eye for attention to detail</li> <li>• Being able to work under pressure</li> <li>• Ability to motivate and lead volunteers &amp; staff</li> </ul>	Knowledge of Microsoft 365	Application Form/Supporting Information & Interview
Values and personal attributes	<ul style="list-style-type: none"> <li>• Have hands on approach in all areas</li> <li>• A can-do attitude</li> <li>• A flexible attitude</li> <li>• Adaptable, willing to try new thing.</li> <li>• Tactful with diplomacy</li> <li>• Energetic</li> </ul>		Supporting Information & Interview
Other	<ul style="list-style-type: none"> <li>• Willing to help out at other locations as required</li> <li>• Work extra hours if required</li> <li>• Work weekends</li> <li>• Willing to undertake all training as required</li> <li>• Physically fit and able to carry out repeated moving, handling and lifting of donations and furniture on a daily basis.</li> </ul>		Supporting Information/ Interview
DBS	Enhanced		

\* **Shortlisting candidates for interview** – the information you provide in your application, which includes a section entitled 'Supporting Information', will be scored against the above essential and desired criteria.