

Person Specification | Assistant Charity Shop Manager

	ESSENTIAL	DESIRABLE
EXPERIENCE	Proven retail, or similar, experience	- Experience in fashion or charity retail. - Experience of supervising the work of others in an empathetic manner
SKILLS AND KNOWLEDGE	- Strong interpersonal skills with the ability to motivate and positively influence volunteers. - Good communication skills. - Self-motivated, able to work under own initiative and make decisions independently. - Good time management and organisational skills and able to prioritise work. - Good written and numerical skills. - Computer literate. - Excellent customer service skills and able to provide a high level of service. - Be able to demonstrate an understanding of high street fashion and an interest in charity retail	- Experience of working to targets. - An interest in fashion or antiques & collectables

PERSONALITY AND DISPOSITION	• Positive attitude. • A flexible and adaptable approach. • Willingness to learn and acquire new skills. • Enjoy working with people and as part of a team and also encouraging and helping develop team members • Honest, trustworthy and reliable. • Good timekeeping, smart and tidy appearance.	
SPECIAL CIRCUMSTANCES	• A genuine desire to help achieve the aims of the Branch and a commitment to animal welfare. • A commitment to diversity and equality in working relationships. • Willingness to travel to other shop locations, the Branch Animal Centre and training courses when required. • Willingness to work at weekends/Public Holidays and provide cover for staff absence.	• An understanding of the work of the RSPCA.