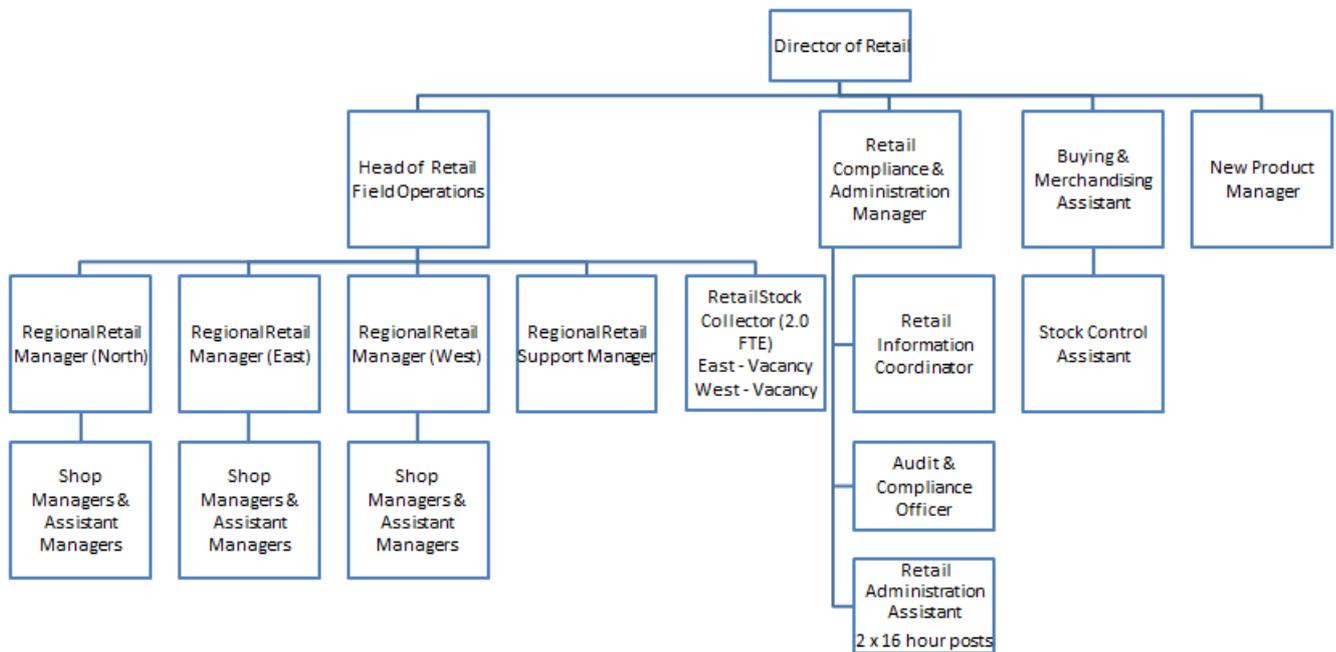


## Retail Administration Assistant Job Description

<b>Job Location:</b>	Head Office
<b>Responsible to:</b>	Retail Compliance & Administration Manager
<b>Responsible for:</b>	None

### 1. The Department of Retail



### 2. Job Purpose

To provide administrative assistance to the Senior Retail Administrator, who provides back-office support to thirty shops across Scotland.

### 3. Key Challenges

- Undertaking a variety of duties with an adaptable and flexible approach.
- Working to agreed targets and personal objectives

### 4. Key Tasks

#### Back-office support to shops across Scotland

- Stationery and supplies
- Shops weekly banking reconciliation
- Shop Gift Aid scheme administration
- Shop Volunteer enquiries
- All shop filing
- Shop communications

#### Occasional back up in the management of Assistant Managers

- Hours and sickness absence.

## **General**

- Any other duties as required by the needs of the Retail Department

## **5. Key Results/Objectives**

As required by the Retail Department.

## **6. Dimensions**

Budget responsibility: None

### **Contacts: (Internal)**

Regional Retail Managers  
Regional Retail Support Manager  
New Product Manager  
Buying & Merchandising Assistant  
Retail Information Coordinator  
Shop staff and volunteers  
Members of the Fundraising Department  
Director of Fundraising

### **(External)**

General public  
CHSS supporters  
Local traders and contractors  
Recycling merchants

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.*

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Knowledge</b>	5 passes at Standard Grade or equivalent	Knowledge of working with statutory and voluntary services
<b>Previous Experience</b>	Confident use of MS Office suite, particularly Word and Excel  Confident use of internet and email	Experience in use of Access databases, Powerpoint and Raisers Edge  Experience in working with statutory and voluntary services
<b>Skills Aptitudes Abilities</b>	Ability to work as part of a team and use own initiative  Ability to work under minimal supervision  Evidence of good oral and written communication skills  Good inter-personal skills  Good organisational skills	
<b>Disposition</b>	Commitment to ethos of the voluntary sector  Commitment to equal opportunities	

## Summary of Terms and Conditions of Employment

**Term:** Permanent

**Salary:** Grade 6(i), Scale Points 10-15  
On a scale of £16,627 – £18,443 pro rata

*New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.*

**Hours of work:** 16 hours per week (CHSS full-time is 32.5 hours) over a minimum of 4 days per week

**Review of Work:** The postholder is subject to the CHSS objective setting, supervision and appraisal process.

**Annual Leave:** CHSS leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March. Employees are entitled to 24 days annual leave in their first year of service along with 12 public holidays. An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 30 days and 12 public holidays. These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.

**Pension scheme:** CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.

Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.

There are also schemes which provide death-in-service benefit and permanent health insurance.

**Equal Opportunities:** CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.