



**Job Title:**

**Sales Assistant**

**Dept.:**

Retail / trading

	<b>Essential</b>	<b>Evidence</b>
<p><b>A: EDUCATION QUALIFICATIONS AND TRAINING</b> Level of education, specific qualifications, specialised training, training requirements for the job)</p>	<ul style="list-style-type: none"> <li>▪ IT literate</li> <li>▪ Good level General Education</li> <li>▪ NVQ ENTRY level or above / equivalent</li> </ul>	<p>Application Form</p> <p>Certificates</p> <p>Documents</p> <p>Interview</p>
<p><b>B: EXPERIENCE</b> (Length, type and level of work-related experience)</p>	<ul style="list-style-type: none"> <li>• Commercial awareness</li> <li>• Working in retail environment</li> <li>• Working with diverse teams of people</li> <li>• Working with sales and profit targets</li> </ul>	<p>Application Form</p> <p>Interview</p>
<p><b>C: SKILLS KNOWLEDGE ABILITIES</b> (Range and level of skills, depth of knowledge required for the job)</p>	<ul style="list-style-type: none"> <li>▪ Excellent people management skills including interpersonal skills.</li> <li>▪ Excellent customer service skills both internally and externally with colleagues, volunteers and members of the public</li> <li>▪ Ability to build &amp; maintain positive working relationships with a variety of people, both paid &amp; voluntary</li> <li>▪ Ability to work on own initiative and as part of a team</li> <li>▪ Self-motivated with a flexible, positive and resilient attitude able to work under pressure</li> <li>▪ Strong drive to achieve results</li> <li>▪ A competent level of IT literacy including MS Office (Word, Excel, Outlook) and social networking sites</li> <li>▪ Good communication skills, both verbal and written</li> <li>▪ Able to act as an ambassador for the overall work of the charity</li> <li>▪ Able to work flexibly</li> <li>▪ Good numeracy and literacy skills</li> <li>▪ Ability to handle money</li> </ul>	<p>Application Form</p> <p>Interview</p> <p>References</p> <p>CPD</p>



<p><b>D: APTITUDES AND ATTRIBUTES</b> (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)</p>	<ul style="list-style-type: none"> <li>▪ High standards of hygiene</li> <li>▪ Professional Appearance</li> <li>▪ Reliability and commitment</li> <li>▪ Honesty and Integrity</li> <li>▪ Resilient</li> <li>▪ Friendly and approachable manner</li> <li>▪ Self-motivated &amp; enthusiastic</li> <li>▪ Self-discipline</li> <li>▪ Punctual</li> <li>▪ Flexible</li> <li>▪ Attention to detail</li> <li>▪ Prioritise workloads, and work with conflicting priorities</li> </ul>	<p>Application form Interview References</p>
<p><b>E: OTHER JOB REQUIREMENTS</b> (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)</p>	<ul style="list-style-type: none"> <li>▪ Excellent attendance and time keeping</li> <li>▪ Team worker</li> <li>▪ Processing stock deliveries regularly requires carrying and moving heavy bags of stock.</li> <li>▪ Essential to undertake reasonable lifting duties</li> <li>▪ Undertake full DBS/immigration/immunisations verification checks in line with MAAC policy and procedures.</li> </ul>	<p>Application form Interview reference</p>
<p><b>F: PERSONAL QUALITIES AND VALUES</b></p>	<ul style="list-style-type: none"> <li>• <b>RECEPTIVE</b> - we define success as <b>continuous improvement</b> and aim for <b>excellence</b> in our live-saving services and community projects.</li> <li>• <b>RESPECTFUL</b> - we are a community-based organisation with a <b>'one team'</b> culture that embraces and encourages <b>honesty</b>.</li> <li>• <b>RESPONSIBLE</b> - we aim to create the best possible <b>future for everyone</b> and thrive to place <b>sustainability</b> at the heart of everything we do.</li> <li>• <b>RELEVANT</b> - we are <b>open</b> to new ideas and ways of working across our clinical and charity operations, providing total <b>transparency</b> to all stakeholders.</li> <li>• <b>RECOGNITION</b> - we <b>value our relationships</b> - with staff, supporters and the wider communities we serve - <b>working together</b> to achieve the best possible patient outcome.</li> </ul>	<p>Application form Interview reference</p>

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory**



**employment references, as well as identification, prohibition, qualification and barred list checks,  
which will be required before commencing duties**