OXFAM IRELAND

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.
Job Description

Department Purpose
To raise funds for Oxfam’s work and promote Oxfam’s values through the shop network.

Job Purpose
Working under the direction of the Shop Manager, the Senior Retail Assistant will be responsible for sales and profit at the shop, customer service, store operations and supervising a team. The Senior Retail Assistant will also be responsible for achieving retail targets by driving sales and delivering excellent customer service to customers.

Reporting to: Shop Manager

Job Responsibilities

- Work with the Shop Manager to maximise profitability by:
  - Actively encouraging the public to donate goods
  - Efficiently manage the stock room to maintain sufficient stock availability on the shop floor and ensure it is sorted, processed and regularly rotated
  - Price stock in line with the Oxfam pricing guide and ensure high standards of display and merchandising
- Assist the Shop Manager to recruit, train, supervise and plan for the development of the shop team, including sufficient volunteers/placements to ensure adequate cover
- Ensure administration systems, cash handling and financial activities are in line with Oxfam financial policies and procedures
- Maintain a high level of customer service both internally and externally
- Ensure compliance with all Health & Safety policies and regulations
- Assist the Shop Manager in maintaining high retail standards
- Ensure the shop is utilising all appropriate technology
- Ensure the shop maximises appropriate local community networks
- Work with the Shop Manager to ensure the shop is open and operating effectively for minimum of six days per week including bank holidays when required

Other

- Eager and required to adhere to Oxfam’s principles and values (click here) as well as the promotion of gender justice and women’s rights (click here).
- Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles.
- Carry out any other duties within the scope and purpose of the job as required.
Personal Specification

Job Requirements

Essential
- Experience of supervising and motivating a diverse team
- Relevant experience in a retail environment including customer service focus and a hands-on approach
- Experience of following financial procedures including cash handling and budget/sales analysis
- Trend awareness, visual merchandising and attention to detail
- Use of social media to increase sales
- Demonstrable experience of key holder
- Computer literacy, including a good working knowledge of MS Office
- Good organisational and administration skills
- Good numeracy skills
- Ability to work on own initiative as well as part of a larger team

Other requirements
- Strong commitment to Oxfam’s mission and values
- Eligibility to work in Ireland and UK
- Flexible approach to working hours and ability to work evenings/weekends when necessary

Additional Requirements
- Due to the changing retail environment and to enable Oxfam to maximise the potential of our shops, a flexible approach to working hours is required. At busy times of the year this may include assisting the Shop Manager to ensure the shop is open 7 days a week and late nights. Sundays and bank holiday working are a requirement of the role.
- Physical effort is also a requirement of the role as you will need to lift, on a frequent basis, items of various sizes and weights.
- This post involves working as part of a team in a busy environment. Staff are required to have a degree of flexibility in their work and attitude, to co-operate with colleagues to ensure the efficient, effective and economic use of Oxfam’s resources.
- Knowledge of Oxfam and commitment to Oxfam’s values and ethos
- Travel within Ireland will also be required to attend district management meetings on occasion

Organisational Values
- Accountability: our purpose-driven, results-focused approach means we take responsibility for our actions and hold ourselves accountable. We believe that others should also be held accountable for their actions.
- Empowerment: our approach means that everyone involved with Oxfam, from our staff and supporters to people living in poverty, should feel they can make change happen.
- Inclusiveness: we are open to everyone and embrace diversity. We believe everyone has a contribution to make, regardless of visible and invisible differences.
Statement on Confidentiality
It is crucial that when encountering sensitive and/or confidential information it is maintained in strictest confidence, within the context of Oxfam Ireland’s policies and procedures. Failure to do so may be viewed as gross misconduct and may be subject to disciplinary procedure.

Equal Opportunities
Oxfam is an Equal Opportunities employer. We aim to ensure that no staff suffer discrimination on the grounds of race, colour, nationality, ethnic origin, membership of the traveller community, religious belief, political opinion, social class or caste, sexual orientation, HIV & AIDS status, marital status or family situation; gender, age or disability. Oxfam requires all staff to apply an equal opportunities approach and this responsibility rests with all employees and the organisation.

Oxfam Ireland is an Equal Opportunities Employer and welcomes applications from all sections of the Community