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**PERSON SPECIFICATION**

##### JOB TITLE HSWL Charity Shop Manager

This person specification sets out the essential qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work

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|  | **CRITERIA** | **Criteria Tested At** | | |
| **Application** | **Interview** | **Test** |
| **EXPERIENCE** | Experience of managing a retail outlet or other relevant experience  Experience managing budgets and financial reporting  Experience of managing and motivating and volunteers  Experience of Google.mail Email systems  Experience of handling cash, till processes and banking | ✓  ✓  ✓  √  √ | ✓  ✓  ✓  √  √ | ✓  √ |
| **SKILLS AND ABILITIES** | Excellent communication skills  Excellent customer service skills  Good organisational/planning skills  Excellent written and numeracy skills  The ability to think strategically and plan developments/changes accordingly.  Ability to produce regular reports to the Manager | ✓  ✓  ✓  √  √  **√** | ✓  ✓  ✓  √  √  √ | ✓ |
| **KNOWLEDGE** | Knowledge of customer services, principles and practices  Knowledge of and ability to use IT packages  Understanding of the principles gift aid with a view to maximising the income in the shop. | ✓  ✓  ✓ | ✓  ✓  ✓ | ✓ |
| **EDUCATION/**  **TRAINING** | Educated to GCSE level or equivalent | ✓ | ✓ |  |
| **OTHER**  **REQUIREMENTS** | Willingness to complete health and safety and other training as required  Willing to attend meetings as required/understand the work and ethos of Home-Start. | ✓  ✓ | ✓  ✓ |  |