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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 experienceExperience managing budgets and financial reportingExperience of managing and motivating and volunteersExperience of Google.mail Email systemsExperience of handling cash, till processes and banking | ✓✓✓√√ | ✓✓✓√√ | ✓√ |
| **SKILLS AND ABILITIES** | Excellent communication skillsExcellent customer service skillsGood organisational/planning skillsExcellent written and numeracy skillsThe 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 packagesUnderstanding 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 requiredWilling to attend meetings as required/understand the work and ethos of Home-Start. | ✓✓ | ✓✓ |  |