

## **Greyhound Rescue Wales Charity Shop Volunteer Emergency Manager**

### Job Description and Person Specification

Responsible to: Retail Development Manager (GRW)

#### Role:

To learn all aspects of GRW shop work with the aim of providing emergency cover at our charity shops. We have four shops: Cardiff, Swansea, Blackwood and Merthyr Tydfil and would require volunteers to cover all these areas.

#### Responsibilities:

To cover for the shop manager. This will require training in:

- Basic stock control
- Customer care
- Shop volunteer management
- Cash handling, administration, security, health and safety and trading standards procedures
- Security awareness and techniques and ensure key holders are available for emergencies
- Processing, pricing and displaying stock.
- Ensuring adequate and appropriate cover for trading at all times
- Protection of the charity's reputation and integrity through an awareness and understanding of GRW brand and represent GRW in a professional manner that engenders trust and loyalty, exploiting any appropriate opportunities to maximize awareness of the charity.

#### Essential skills and experience:

- Able to communicate effectively orally and in writing at all levels
- Excellent interpersonal skills
- Numerate
- IT skills
- Highly motivated, able to complete tasks and to use own initiative
- Good time management and prioritisation skills
- Able to work effectively under pressure

#### Desirable skills and experience

- Knowledge and experience of charity retail
- Stock management skills
- Proven ability to deal with difficult customers and situations

- An understanding of what we do and a willingness to engage with our vision and goals
- Have experience of working with volunteers in a retail environment.
- Ability to speak Welsh
- Knowledge of greyhound welfare