



Job description – Senior Assistant

Role	Senior Assistant
Salary	£9 per hour
Location	Preston Candover, Hampshire
Working hours	Zero hours contract
Reporting to	Store Manager

About the store: The Candover Valley Store is a community benefit society with 250 shareholders (primarily local residents) and is run by a management committee of 8. The store is in the centre of Preston Candover, next to the village hall and opposite the primary school. The store's offering meets the needs of the local community in terms of fresh produce, ingredients for tonight's meal, top-up items and weekend treats. The store also provides post office facilities which are open from 8.30am – 5pm Monday to Friday and from 9.00am – 12.30pm on Saturday. The ethos of the store can be summed up by the phrase 'run by the community for the community'.

Job summary:

A senior assistant is required to supplement the team of 4 paid members of staff (store manager, assistant manager and 2 senior assistants) and 3 volunteers who are post office trained. The senior assistant will work on a zero hours contract to assist with the post office where required and to help run the store (when not required on the post office). The anticipated working hours will be flexible and can be negotiated depending on the requirements of the post office and the availability of the senior assistant, but some Saturday, Sunday morning and Bank Holiday working will be required.

The senior assistant will report to the store manager or to the assistant store manager (in the absence of the store manager).

Key responsibilities

- To support the store manager and assistant manager in running the Candover Valley Store and post office on a day-to-day basis.
- To staff the post office as required and to serve shifts in the store
- To help place stock on shelves and inform the store managers of items that need replenishing
- To establish and maintain excellent relationships with store customers and other stakeholders, providing a first-class service to the community and upholding the ethos of the CVS

Principal duties

1. To support the store managers and senior volunteers in keeping the store and post office open.
2. To work at the post office counter as required and ensure the post office is operated in accordance with Post Office guidelines.
3. To serve customers at the post office counter or in store in a friendly and efficient manner
4. Ensure goods are sorted, priced and displayed in the CVS consistently in a professional manner (including use/sell-by dates, and disposing of unsold items appropriately).
5. To support the store manager in assessing stock and consumables requirements for CVS
6. Oversee the operation of the till and its EPOS software and carry out agreed cash management procedures as directed by the store managers.
7. Maintain a high standard of housekeeping and cleanliness throughout the CVS including the toilet, outside areas and store waste management.
8. Be accountable for the physical security of the CVS (including unlock and lock procedures) in the absence of any store managers or senior volunteers (but only after appropriate training).
9. Ensure food hygiene in the CVS together with ensuring that all equipment is kept clean, up-to-date, safe and in good working order, and to take corrective action as required.
10. Be prepared to take on store related tasks not listed above.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible or exhaustive. The post office assistant will be expected to undertake any other reasonable duties suitable for this role.

The desirable skills we are looking for include:

- Retail experience
- Commercial skills and financial awareness
- Responsiveness to customer needs with a strong focus on service quality
- Friendly and approachable personality
- Good computer literacy with experience of EPOS systems and Microsoft Office.

Training:

On-the-job post office training will be given

If you have excellent customer service skills and a reputation for being reliable, hardworking and good at working in a team then we want to hear from you.