**  
Assistant shop manager - PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | ‘GCSE ‘or equivalent qualifications to include Maths and English |  |
| **Skills** |  |  |
|  | Ability to work on own initiative and prioritise work load |  |
|  | Ability to follow instruction from Manager |  |
|  | Strong attention to detail |  |
|  | Ability to take accurate phone messages, follow up where necessary |  |
|  | Able to deliver high standards of volunteer guidance and show compassion and empathy |  |
|  | Use of excel and word |  |
|  | Social media, other social media platforms | eBay use |
| **Knowledge & Experience** | Experience of dealing effectively with the general public |  |
|  | Wiltshire Air Ambulance service and the work of our charity |  |
|  | Handling cash, using a till and card machine |  |
|  | Work within retail |  |
|  |  | Experience of working with/within the voluntary sector |
|  |  | Experience of working in a busy environment |
| **Personal Characteristics** | A good team player |  |
|  | Friendly and approachable |  |
|  |  |  |
|  | Ability to communicate effectively and develop good relations with colleagues and volunteers |  |
|  | Positive and flexible attitude to work |  |
|  | Creative and imaginative |  |
|  | Highly organised with an eye for detail |  |
|  | Kind and sensitive to other’s needs |  |