

Tŷ Hafan
Person Specification

Job Title : Shop Manager
Department : Retail

	Ref No.	Highly Desirable	Method of Assessment	Ref No.	Desirable	Method of Assessment
Skills and Abilities	1	Effective communication skills both written and verbal, including paid staff, volunteers and customers.	I/AF			
	2	Physical ability to sort and identify large quantities of donated stock.	I			
	3	Ability to ensure that stock is displayed attractively and maintain cleanliness of shop.	I			
	4	Basic numeracy and literacy skills.	I/A/F			
	5	Evidence of problem solving skills.	I			
	6	Ability to work on own initiative.	I			
Knowledge	7	Knowledge of the charity retail marketplace.	I			
	8	Knowledge of volunteer issues and recruitment methods.	I			
Experience	9	Retail experience.	I/AF	14	Experience in retail, including some evidence of supervisory or management experience.	AF
	10	Experience working as part of a team.	I			
	11	Supervisory team leader or management experience.	I/A/F			
Training/Qualifications	12	Evidence of retail training.	I/A/F	15	NVQ standard retail qualification.	AF
Other Requirements	13	Ability to work full time and, at times with flexibility.	A/F	16	Possession of a current driver's licence.	AF

Method of assessment key:

AF = Application form

I = Interview

WSE = Work sample exercise (e.g. presentation, typing test, written piece of work)