



## Job description

# Charity Shop Assistant Manager



Saving Species from Extinction | [www.durrell.org](http://www.durrell.org)

Durrell Wildlife Conservation Trust is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1  
Durrell Wildlife Conservation Trust - UK is registered in England and Wales. A charitable company limited by guarantee. **Registered charity number** 1121989  
**Registered company number** 6448493 **Registered office** c/o Intertrust Corporate Services (UK) Limited, 1 Bartholomew Lane, London, EC2N 2AX

# Job Purpose

To work as part of our Charity Shop team at Jersey Zoo, supporting the Charity Shop Manager and delivering excellent service to all Charity Shop visitors and Durrell supporters.

The right person will be a strong communicator and administrator who is enthusiastic in supporting and developing team members, with a passion for customer care and the ability to remain calm, professional, and adaptable in a fast-paced environment.

Charity Shop  
Assistant Manager

**Department**  
Retail

**Reports to**  
Charity Shop Manager

**Term**  
Permanent

**Hours**  
Full time

**Location**  
Durrell Charity Shop, Jersey



# Key Responsibilities

- Support the Charity Shop Manager to manage a small team of permanent and casual employees.
- Alongside the Retail management team, including but not limited to – recruiting, training, appraising, rota preparation, and responding to holiday requests and sickness notifications as required.
- Supervise Charity Shop Assistants and organise resources to ensure the Charity Shop is maintained to the highest standards of merchandising, customer service, tidiness, and cleanliness.
- Regularly check that all donations are appropriately sorted and priced to ensure they can be efficiently displayed and sold.
- Take the lead on all inductions for new volunteers to the Charity Shop, working with the Retail management team to ensure the standard of training is maintained and consistent.
- Maintain an awareness of developments in the wider Retail and specifically Charity Shop sector, proposing actions to the Charity Shop Manager on any suggested improvements in operations or visitor experience involving the Charity Shop
- Assist where needed to ensure all collections and deliveries are booked in and processed in a timely manner, which may also include accompanying our drivers out on the van to support their schedule.
- Ensure that all recycling is correctly and efficiently handled including but not limited to getting skips emptied and replaced in a timely manner. To include training charity shop employees and volunteers as well as working in partnership/conducting periodic reviews with our Sustainability Officer to enhance the efficiency of our recycling practices wherever possible
- Regularly check that all bought-in stock is barcoded, scans successfully, and is priced correctly before being made available for sale.
- Work together with the Charity Shop Manager and Retail management team using available reporting tools and stock management software, identify, investigate, and resolve bought-in stock discrepancies on a regular basis and in a timely manner, updating the Retail Buyer if any adjustments are required. This includes but is not limited to – negatives, crossovers, delivery discrepancies, transfer accuracy and completion, internal charging.
- Assist with regular stock taking of bought in stock, ensuring accurate counting and timely reporting to relevant colleagues.
- Support the Charity Shop Manager and Retail management team to measure and deliver agreed KPI's and income targets set by the Retail Operations Manager/Director of Commercial, providing regular feedback and training where required to Charity Shop colleagues.
- Arrange and replenish product displays, adhering to merchandising guidelines, and ensuring the Charity Shop team understand and follow agreed guidelines.
- Process payments accurately and suggest add-on sales wherever possible.
- Take delivery of stock from suppliers and transfers from the gift shop, pricing and storing correctly as required, reporting receipt and any discrepancies to the Retail Buyer.
- Maintain clean and tidy back-of-house storage areas.
- Apply discounts correctly to DWCT employees and members on bought-in stock where appropriate.
- Support the Charity Shop Assistants with any customer queries and complaints as a point of escalation.
- Keep updated with all DWCT emergency procedures, attending training sessions when possible and ensure the Charity Shop Assistants are up to date with their training.
- Ensure tills are cashed up correctly, floats are accurately ready for the next business day, and banking subsequently completed in a timely manner.
- Collate and report on visitor feedback to all relevant stakeholders.
- Maintain and develop good channels of communication with DWCT clients, colleagues, local communities, and organisations.
- Ensure DWCT Values and Policies are understood and adhered to by the Charity Shop team.
- Fulfil the principal responsibilities of the Charity Shop Assistant as and when required, also occasionally providing cover at other Durrell retail sites when the operational need arises, or any other reasonable duty requested.

## Knowledge, Skill and Ability

- Previous experience as an Assistant Manager or Supervisor within retail is preferred.
  - Clear communicator with an ability to deliver messages accurately and swiftly.
  - Able to interact with large numbers of visiting public.
  - high level of initiative and excellent oral and written communication skills.
  - Proven track record of staff management, training, and customer service.
  - Computer literate, preferably with experience of using Microsoft Office 365.
  - Excellent time management skills and the ability to work under pressure.
  - Proven ability to always act in a courteous manner and to show high levels of discretion, tact, and diplomacy in resolving customer issues.
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## Behaviours and Values

- Passionate about conservation and an understanding of and commitment to Durrell's vision, mission and aims.
- A positive outlook and 'can do' attitude are vital, showing resilience and creativity in problem-solving.
- Open to adopting creative approaches and problem solving when faced with challenges and limited resources.
- Acts with integrity and with the best interests of the employer at all times.
- Ability to demonstrate initiative and work well under pressure.
- Respectful of the opinions of others and willingness to collaborate.
- Ability to work independently but also works collaboratively with colleagues and partners.
- Demonstrate awareness of and sensitivity to cultural, ethnic, gender and ability issues.
- Works proactively and has a determination to reach targets and excel at tasks.
- Maintains the highest level of data protection and confidentiality.



# Introduction to Durrell

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:



**A centre of excellence  
in animal husbandry,  
research, training and  
education**



**Training future  
conservation practitioners  
and monitoring and  
evaluating conservation  
science which underpins  
all Durrell activities**



**Conservation action  
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

# Our Values

## Purposeful

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

## Accountable

We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

## Supportive

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.

