

**PERSON SPECIFICATION
ASSISTANT SHOP MANAGER**

Category	Essential Job Requirements	Desirable Job Requirements	Method of Testing
Job Related Knowledge and Skills	Able to demonstrate <ul style="list-style-type: none"> • good organisational skills • positive commitment to providing a quality service • an understanding and belief in the aims and objectives of the hospice 	Able to demonstrate: <ul style="list-style-type: none"> • leadership skills 	Application and interview
Experience	Able to demonstrate <ul style="list-style-type: none"> • customer service experience 	Able to demonstrate <ul style="list-style-type: none"> • retail experience • management experience, preferable in a retail environment • experience of working with volunteers • previous work with a charity 	Application and interview
Education/Qualifications	Good standard of general education		Application
Personal Qualities	<ul style="list-style-type: none"> • Flexibility, perceptiveness and innovation • Possess a sense of humour • Good interpersonal skills • Able to work under pressure and remain calm in a crisis • Able to work as a part of and lead a team 		Interview
Other Requirements		Access to transport for work purposes	Interview

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet **all** the essential requirements for the post.