



Role Description

Title: Central Community Shop Worker

Reports To: TBC

Salary: £13.45 per hour

Hours: 12 hours per week

Fixed term contract

Mission and values

The Good Shepherd supports disadvantaged people in Wolverhampton to end homelessness, recover, build independence and move out of poverty.

We provide food, practical help, one-to-one and group support, accommodation support, training and pathways into employment.

Our core values are hospitality, compassion, and respect. We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

Role Summary

The Community Shop Worker will play an important role in supporting the day-to-day running of the Central Community Shop, ensuring customers receive excellent service and that stock is managed effectively. The post holder will help maintain a safe, welcoming and well-organised retail environment while supporting volunteers and promoting the aims and values of Good Shepherd Services. This role is ideal for someone who enjoys working with people, has good organisational skills and is committed to supporting the local community.

Key Responsibilities

Shop Operations

- Open and close the shop when required, following agreed procedures.
- Operate the till and handle cash, card payments and daily reconciliations accurately.
- Ensure the shop floor is clean, tidy, safe and welcoming at all times.
- Assist with merchandising displays and stock presentation to maximise sales and customer engagement.
- Promote special offers and seasonal stock to customers.



Stock Management

- Receive, sort and record deliveries and donations.
- Rotate stock and monitor product quality and date controls where applicable.
- Replenish shelves and displays to ensure stock availability.
- Conduct regular stock checks and report shortages or issues to the manager.

Customer Service

- Provide friendly, welcoming and professional customer service.
- Support customers in accessing affordable food and household essentials.
- Deal with customer enquiries in a helpful and respectful manner.
- Encourage repeat custom and positive community engagement.

Volunteer Support

- Work alongside volunteers and assist with allocating tasks as directed by the manager.
- Help create a positive volunteering environment and promote teamwork.
- Support the induction and training of new volunteers where appropriate.

Health, Safety and Compliance

- Follow all Good Shepherd policies and procedures, including Health and Safety, Safeguarding and Confidentiality.
- Always maintain professional boundaries.
- Report accidents, incidents or concerns to the manager promptly.
- Support good housekeeping and waste management practices.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a Manager to undertake work of a similar level that is not specified in this role description.

Person Specification

Essential Criteria

Experience

- Experience in retail, customer service, hospitality or community-based settings.



- Experience handling cash and operating a till.
- Experience working as part of a team.

Skills and Abilities

- Good communication and interpersonal skills.
- Ability to provide excellent customer service.
- Good organisational skills and attention to detail.
- Ability to work independently and use initiative.
- Ability to carry out basic stock management tasks.

Values and Attitudes

- Commitment to treating people with dignity and respect.
- Friendly, reliable and approachable.
- Understanding of and commitment to the mission and values of Good Shepherd Services.

Knowledge

- Basic understanding of health and safety requirements in a retail environment.
- Awareness of safeguarding and confidentiality principles.

Desirable Criteria

- Previous charity shop, social supermarket or community shop experience.
- Food Hygiene Certificate.
- First Aid qualification.
- Experience working with volunteers or vulnerable adults.
- Manual handling training.