



Who we are! What we do!

Oxfam is a global movement of people who won't live with the injustice of poverty. Together we save lives and rebuild communities when disaster strikes. We help people build better lives for themselves. We speak out on the big issues that keep people poor, like inequality and discrimination against women.

Role Title	Retail Team Leader
Overview of Role	<p>On successful completion of full training, this role will be responsible for the running an Oxfam Ireland shop for the duration of full shifts or day(s); including opening and closing; volunteer and monetary management, as well as consumer query resolution.</p> <p>****This is an excellent opportunity for an enthusiastic and well organised individual, with a willingness to learn, to gain managerial training and experience in the retail sector.</p>
Key Tasks	<ul style="list-style-type: none"> • Managing, training and motivating a volunteer team to increase sales and ensure efficiency, as well as producing volunteer shift rosters. • Key holder – opening and closing of store including responsibility for cashing up online till systems and banking at the end of each day. • Delivering and ensuring a high level of customer service across the whole team. • Managing stock levels and making key decisions about stock control. • Maintaining stores visual presentation • Resolve any customer/donor issues in a calm and efficient manner • Ensuring compliance with health and safety legislation • Pricing and processing of stock. • Preparing promotional materials and displays • Checking and responding to internal communications e.g. email and memos

Location	
Commitment	Minimum 8 hours per week is required
Managed by	Shop Manager and/or Deputy Shop Manager
Skills and experience required	<ul style="list-style-type: none"> • Excellent communication skills • Open and approachable • Polite and positive manner • Basic IT skills • Good numerical skills • Ability to lead a team • 18 years+ • Willing to complete training across all areas of shop management
Desirable	<ul style="list-style-type: none"> • Experience of leading or working as part of a team on voluntary, educational or employment basis • Experience working in retail sector
Training & Induction	<ul style="list-style-type: none"> • Overview of Oxfam Ireland • Volunteer team meet & greet • Induction provided in first 4 weeks of volunteer role commencement will include: Manual handling, health & safety, point of sale system, pricing and stock processing, visual merchandising, inventory management, sales analysis, customer service training, Oxfam policies & procedures and volunteer management
Personal Development Opportunities	<ul style="list-style-type: none"> • The ability to lead and motivate a team • Communication and 'people' skills • Retail market awareness • The ability to work under pressure and handle challenging situations • Decision-making skills • The ability to understand and analyse sales figures • Planning and organising • Development of visual merchandising skills • Add valuable experience to your CV
Expenses	<ul style="list-style-type: none"> • Local travel costs from your home to and from your shop will be fully reimbursed • Lunch expenses can be claimed when you volunteer more than five hours in a day
Apply	<ul style="list-style-type: none"> • To apply for this role please CLICK HERE