



## PERSON SPECIFICATION FORM

<b>Post</b>	<b>Lewis Manning Trust Assistant Manager</b>
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<b>Department</b>	<b>Retail</b>
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	Criteria	Essential or Desirable	How Assessed	Score
<b>Compassionate</b>	<ul style="list-style-type: none"> <li>▪ Able to represent LMT in a caring and professional manner. Willing to spend time speaking with customers and colleagues compassionately, engaging with them in an open and friendly manner.</li> </ul>	E	Interview	2
	<ul style="list-style-type: none"> <li>▪ Understands and empathises with LMT's goals and can support the Trust in working together to achieve them.</li> </ul>	E		2
	<ul style="list-style-type: none"> <li>▪ Is able to deal with customer complaints and issues in a caring manner, ensuring the customer is well treated and the Trust's reputation is maintained.</li> </ul>	E		2
	<ul style="list-style-type: none"> <li>▪ Can understand, respect and value the role and contribution of volunteers within a charitable context.</li> </ul>	E		2
	<ul style="list-style-type: none"> <li>▪ Is able to communicate and build positive relationships with people of all walks of life, age, culture and backgrounds.</li> </ul>	E		2
<b>Creative</b>	<ul style="list-style-type: none"> <li>▪ Is able to create effective shop and window displays that best showcase what we have to sell.</li> </ul>	D	Interview	1
	<ul style="list-style-type: none"> <li>▪ Can engage with a team of volunteers and effectively motivate them to work towards achieving the Trust's goals.</li> </ul>	E		2
	<ul style="list-style-type: none"> <li>▪ Maximises shop floor space inventively, creating exciting, well organised, clear retail displays.</li> </ul>	E		2
	<ul style="list-style-type: none"> <li>▪ Actively engages with customers and the public on the work of the charity and what we are achieving.</li> </ul>	E		2

	<ul style="list-style-type: none"> <li>▪ Is a team-player who is committed to working collaboratively and supportively with the Area Retail Manager and colleagues to create the best retail environment for our customers.</li> <li>▪ Is someone who seeks to find solutions, rather than finds problems.</li> </ul>	E		2
		E		2
<b>Time</b>	<ul style="list-style-type: none"> <li>▪ Is able to recognise when our customers or volunteers need time, and can dedicate that to them.</li> <li>▪ Understands that our goals and targets are imperative to the Trust's success now.</li> <li>▪ Can prioritise and organise their workload – ensuring tasks are delegated and timelines met.</li> <li>▪ Actively takes time to assess our competition and the impact it is having on our business.</li> </ul>	E	Interview	2
		E		2
		E		2
		D		1
<b>Skill</b>	<ul style="list-style-type: none"> <li>• Has retail experience either within the commercial or charity sector.</li> <li>• Is experienced at working towards and achieving sales targets.</li> <li>• Is confident using basic computer functions including tills, word processing and using email/internet.</li> <li>• Has experience in supporting volunteers or other team members in a retail environment.</li> <li>• Is confident in numeracy enough to calculate daily/weekly sales figures.</li> <li>• Has a good background knowledge of antiques/arts/fine furniture/books or is confident on how these items could be effectively researched using the internet.</li> <li>• Has a good standard of literacy in order to read and communicate information, draft simple reports and ad-hoc communications.</li> <li>• Is aware of Gift Aid and how it is a benefit to our business.</li> </ul>	D	Interview	1
		E		2
		E		2
		D		1
		E		2
		D		1
		E		2
		D		1
<b>Total:</b>				