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**JOB DESCRIPTION:** Assistant Manager

**REPORTS TO:** Shop Manager

**ACCOUNTABLE TO:** Director of Income Generation & Marketing

**BASED AT:** Great Yarmouth

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### **JOB SUMMARY**

- Working with the Shop Manager take responsibility for day to day organisation of the above shop.
- Achieve agreed financial budgets
- Promote and monitor Gift Aid
- Provide a high standard of customer service and satisfaction at all times to both external and internal customers
- Maintain high standards of merchandising, layout and display
- Work with and manage a team of volunteers who are integral to our business

### **RESPONSIBILITIES**

- Achieve the agreed financial budgets set for the shop
- Working with the Manager take responsibility for the day to day organisation and running of the shop
- Manage and support a team of volunteers
- Provide a high standard of customer service and satisfaction at all times to both external and internal customers
- Accept donations and thank donors
- Understand and actively promote Gift Aid with donors and customers
- Assist in the training of volunteers on the Gift Aid scheme ensuring understanding of the benefits to St Elizabeth Hospice
- Working with the shop manager organise the Volunteer Rota in order to maximise trading hours, and to advise line manager whenever you envisage a problem in trading
- Provide training and support on EPOS till system to staff and volunteers
- Ensure all monetary systems and procedures are adhered to and returns actioned promptly
- Maintain a clean and well-presented shop at all times
- Ensure layout and stock mix reflects current trading conditions
- Donations – Take an active part in the sorting of donations ensuring that high standards are maintained. Communicate with management/distribution any over stocks or shortages in stock mix.
- Ensure Gift Aided donations are processed correctly during sorting and when sold
- Manage the culling system as agreed to ensure regular stock turnover.
- Follow pricing guide set for the shop and ensure volunteer team follow the guide

- To be proactive in promoting the shop with the local communities and communicate with PR/Marketing any opportunities
- Be proactive with regard to stock generation taking advantage of opportunities that exist within the local community
- To ensure all Health & Safety/Fire regulations are understood and complied with at all times
- Report any maintenance issues to Facilities immediately using the correct procedure
- Working closely with the Shop Manager suggest strategies for increasing income and implement agreed strategies
- Assist in the recruitment, training and managing of volunteers in all aspects of the shop including, Health & Safety
- Ensure compliance with all organisational policies, procedures and Health & Safety regulations
- Working with the manager organise the volunteer rota in order to maximise trading hours, and advise line manager whenever you envisage a problem in trading
- Maintain accurate and up to date volunteer information and inform the Volunteer Services Coordinator of any changes
- To ensure an effective communication process is in place between Volunteers and Shop Management. As a member of the wider Income Generation Team working in the community, ensure good communication exists between other members of the Team
- Working with line manager, PR & Marketing and Volunteer Development Officer take a proactive role in recruiting Volunteers
- To be responsible for the security of the shop, volunteers and stock
- As part of the wider retail team you may be required to work in other locations
- To recognise the value of volunteer contribution and play an active part in their support & development where appropriate.

### **Organisational Responsibilities**

- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To ensure effective use of resources.
- To recognise signs of stress and facilitate staff support.
- To participate in the Hospice education programme and attend training courses as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE HEAD OF RETAIL IN CONJUNCTION WITH THE POSTHOLDER.