

JOB DESCRIPTION: ASSISTANT SHOP MANAGER
REPORTS TO: SHOP MANAGER
ACCOUNTABLE TO: DIRECTOR OF INCOME GENERATION



JOB SUMMARY

- Working with the Shop Manager to take responsibility for day to day organisation of the 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
- Provide cover across the local portfolio of retail shops as required by Area Manager to cover holiday and sickness

RESPONSIBILITIES

- Achieve the agreed financial budgets set for the shop
- Working with the Shop 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 Cybertill 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 over any 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 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 Hospice Volunteer Recruiter 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, Marketing and Hospice Volunteer Recruiter 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 as directed by your Area Manager to cover other retail shops
- 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 uphold the Hospice and individual team values 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.



**PERSON SPECIFICATION
Assistant Shop Manager**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • Good standard of education in numeracy and literacy 	Essential
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Proven retail management experience • Experience in a customer focused environment • Experience in charity retail and managing volunteers 	Desirable Essential Desirable
<p>Specific Skills</p> <ul style="list-style-type: none"> • Good written and verbal skills • Good interpersonal and social skills • Experience of merchandising, layout and display • Good leadership, delegation, administrative and organisational skills • Experience of the clothing sector • Experience in a visual merchandising environment. • Experience or understanding of EPOS • Experience of Microsoft Outlook/Word 	Essential Essential Desirable Essential Desirable Desirable Desirable Desirable
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Confidence and maturity • Self-motivating • Resilience, ability to work under pressure and keep to deadlines • Practical and hands on management style • Flexible • Team player • Own transport & current driving licence 	Essential Essential Essential Essential Essential Essential