



JOB DESCRIPTION

POST:	Assistant Shop Manager
ACCOUNTABLE TO:	Area Manager
RESPONSIBLE TO:	Shop Manager
WORKING PATTERN:	Includes weekend working
DBS CHECK:	DBS Required

JOB SUMMARY:

Maximise the shop's sales & profits and offer excellent customer service. This is achieved by supporting the Shop Manager in the leadership of staff and volunteers. By applying entrepreneurial skills and enhancing awareness of the charity within the local community. To work within the guidelines as set down in the Shops Operations Manual.

MAIN DUTIES AND RESPONSIBILITIES:

Planning

- Assisting the Shop Manager in maintaining the day-to-day operation of the shop.
- Planning and managing deliveries and collections.
- Assisting in the managing and maintaining the staff and volunteers' rotas to ensure adequate cover is provided during trading hours, to make sure days off, leave and possible sickness are covered. Covering for the manager in their absence.

Organise and Manage

- Assist in managing the team of staff and volunteers in the day to day running of the shop.
- Operate the agreed stock rotation system, regularly updating stock to keep the offer fresh.
- Operate the agreed pricing structure to maximise profits from the sale of donated goods.
- Ensure high value stock items are identified & recorded, and, when appropriate, are transferred to the Retail Office for e-commerce and auction sales.
- Assist in ensuring an efficient back room operation including storage of stock and recycling of waste.
- Management and stock control of bought in goods.

Sales & Profits

- To assist in the delivery of budgeted sales targets and maximise profit through effective control of costs.
- Assist in the timely and accurate completion of weekly paperwork.
- Follow agreed cash handling procedures.
- Take responsibility for daily banking in the absence of the manager.
- Assist in ensuring an accurate bi annual stocktake.
- Implement promptly relevant directives from the Retail Office and Douglas House.
- Facilitate the required Gift Aid conversion rates and effectively process Gift Aid.

Customer Service

- Create a welcoming, happy, and appreciative atmosphere for customers and the shop team.
- Provide excellent customer service at all times.
- Maintain high standards of merchandising, window displays and housekeeping.
- Show genuine appreciation to donors and actively listen to customers.

Team Building and Leadership

- To assist the Shop Manager to provide leadership, encourage teamwork, listen to staff and volunteers, and provide appropriate management support.
- Delegate appropriately, in order to motivate & develop the team.
- Assist in the development & training of bank staff.
- Assist in the effective recruitment and retention of volunteers, ensuring they have sufficient training and development opportunities to maximise their potential.

Legal/Security

- Ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site.
- Assist in ensuring all staff and volunteers are trained in fire/evacuation procedures.
- Assist in ensuring data protection legislation is complied with, particular in Gift Aid & HR filing systems.
- Follow HDH procedures when handling money and goods and ensure adequate security of the shop, its personnel, money, and goods.
- To report all accidents and incidents promptly, using the designated form.
- To ensure key holder procedures are rigorously adhered to.

Working with others

- Be flexible, and be willing to work additional hours, when required.
- To undertake such other tasks as may be reasonably required from time to time.
- To be flexible and work in neighbouring shops should the need arise.
- Travel to meetings and training sessions as required either at Douglas House or any other venue within the Helen & Douglas House catchment area.
- Engage & support activities of the Fundraising Dept. in general and the local community fundraisers in particular.
- To maintain excellent knowledge of Helen and Douglas House in order that customers, staff, and volunteer queries can be answered correctly.
- Positively promote the work of the organisation building & developing positive internal and external relationships.

Working Pattern

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work and will involve a significant element of weekend working.

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment, you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other establishment.

Our working premises are no smoking areas

PERSON SPECIFICATION Job Title: Assistant Shop Manager

Criteria	Essential	Desirable	Assessed by		
Qualification	Educated to GCSE level, or equivalent, with Grade C or above in English and Maths	Retail NVQ qualifications, or equivalent qualification	A/F	I/T	R
Experience/ Knowledge	<p>Some supervisory experience</p> <p>Experience in a customer facing environment</p> <p>Experience of achieving results in the workplace, or in education</p> <p>Experience of managing and training people</p>	<p>Experience of managing teams in the retail sector</p> <p>Experience of managing volunteers</p> <p>Experience of working within a charity shop</p> <p>A general understanding of health & safety in the workplace</p>	<p>A/F</p> <p>A/F</p> <p>A/F</p> <p>A/F</p> <p>A/F</p>	<p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p>	
Skills	<p>Basic administration and cash-handling skills</p> <p>Computer literate, e.g. ability to use Email and Word.</p> <p>Ability to delegate and problem-solve</p> <p>Good communication skills at all levels</p> <p>Excellent customer service</p>	<p>Making decisions with regard to stock and pricing</p> <p>Visual merchandising skills</p> <p>Experience of operating a till/EPOS system</p>	<p>A/F</p>	<p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p>	
Personal qualities	<p>Good team player with a positive outlook</p> <p>Self-motivated and able to use initiative</p> <p>Committed to success and delivering best practice</p> <p>A commitment to equality and diversity</p>	<p>Trustworthy and reliable</p> <p>Efficient and hardworking</p> <p>Good attention to detail</p> <p>An understanding and knowledge of the work of Helen & Douglas House</p>		<p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p>	

	Flexible approach to working hours, including weekends and bank holidays			I/T	
Other	<p>Ability to manoeuvre a weight of up to 10kg regularly (shops) and larger items (furniture shops)</p> <p>Ability to stand/walk for most of the day</p> <p>Willingness and ability to travel to other HDH locations</p>	Vehicle licence holder and valid licence		<p>I/T</p> <p>I/T</p> <p>I/T</p>	

Code: A/F – Application form, I/T – Interview/Test, R – References

Physical, Mental and Emotional Effort – Assistant Shop Manager

Physical

- Significant manual handling - loading/unloading vans, lifting, carrying, and sorting.
- Frequent furniture lifting.
- Use of steaming machine to steam clothes, requiring repetitive hand and arm actions.
- Proportion of day spent working on a computer, inputting information.

Mental

- Good levels of concentration are required for all tasks.

Emotional

- The role requires a daily need to give emotional support to volunteers, particularly vulnerable volunteers.
- Regularly dealing with families associated with Helen & Douglas House.
- Occasionally dealing with difficult/challenging customers.

Working Conditions

- Frequently working in cramped conditions.
- Exposed to unknown hazards on a daily basis when delving into bags of donated stock.