

Job Description

Job Title: Assistant Shop Manager

Location of Post: Chesterfield - Market Hall Charity Shop

Post Holder Reports to: Shop Manager

Reporting to Post Holder: Charity shop volunteers

Overall Purpose of the Job

To ensure the smooth day-to-day running of the shop unit. Deputising for the shop manager in their absence and assisting them to achieve shop income and expenditure budgets and generate maximum profits through effective management of the shop. Assisting in the management and coordination of donated stock.

The key duties of the post are as follows:

A. Sales

- To assist in achieving agreed targets and profits by maximising sales and managing controllable costs.
- To assist in the planning and promotion of internal and external sales initiatives as directed and to contribute to recognising and implementing opportunities for additional income.
- To ensure in conjunction with the shop manager that all available selling space in the shop unit is used effectively to optimise sales.
- To assist in proactively generating stock, including assisting, if required, in the management of any agreed stock collection service, and encouraging the public to donate saleable stock.
- To help maximise gift aid income from donations of stock.
- To liaise with the animal centre, as needed, to manage the donations of stock that come in via the centre.
- To select and price stock in accordance with Branch guidelines.

B. Shop Standards

- To provide excellent customer care through quality of service and dealing with complaints both efficiently and effectively.
- To achieve and maintain high levels of presentation both in window areas and to the interior of the shop unit.
- To achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises.

- To ensure that there is constant and adequate flow of stock from the stockroom to the shop floor and to maintain agreed stock densities on the shop floor.
- To ensure that stock is rotated on a regular basis so that no items of stock remain on the shop floor for longer than the agreed selling time.
- To comply with all relevant current legislation and Branch policies.

C. Staff and Volunteers

- To assume day to day management of volunteers and any paid shop staff in the absence of the shop manager.
- To support the shop manager in the recruitment, support, training and retention of volunteers. To encourage an active involvement of volunteers in shop activities.
- In the shop manager's absence to ensure that the shop is adequately staffed at all times including lunch breaks, holidays and other absences in order to maintain levels of service.
- To assist in ensuring that all staff and volunteers comply with Branch policies and any relevant legislation.
- In the shop manager's absence to ensure that instructions and information from the Branch are communicated to staff and volunteers in an appropriate manner.
- In conjunction with the shop manager to effectively communicate with staff and volunteers to ensure they are fully aware of the Branch vision and values and positively promote the work of the Branch and the Society in general.

D. Administration and Security

- To support the completion of all necessary administration to an agreed standard and deadlines that meet the requirements of the trustees, charity law and trading legislation.
- In the absence of the shop manager to be responsible for opening and closing the shop unit at the agreed times, and ensuring opening hours are strictly adhered to. To act as a key holder and ensure the unit is secure whenever left unattended.
- To ensure minimum losses of both stock and cash by following banking and till procedures and Branch policies, and safeguarding the property of the Branch at all times.
- To notify the shop manager (or, if appropriate, the Branch Manager) in the event of any suspected theft or dishonesty by any member of staff or volunteer.

E. Health and Safety

- In conjunction with the shop manager to provide a safe environment that protects staff, volunteers and the public.
- To ensure the welfare of staff, volunteers and public by following all Branch Health and Safety policies and procedures.

- To assist in providing relevant Health and Safety training to staff and volunteers as directed by the Branch.
- To act, if required, as a First Aider and undergo any necessary training to fulfil this role.

F. Shop Cover

- To provide adequate cover for the shop manager's days off and periods of absence including annual leave and sickness.

G. Other duties and responsibilities

- To educate the public and promote the good name of the Branch and Society in general and the work of the animal centre through the effective use of campaign and advertising material in the shop unit and a working knowledge of the Branch.
- To attend, as requested, management meetings and training courses.
- To fulfil any other agreed duties that may at times be reasonably required.

H. Additional information

- The post holder must be willing to travel to other shop locations, the Branch's animal centre and training courses when required.
- The post holder will be required to assist in the management and coordination of donated stock at the Animal Centre which will need the post holder to work at the Animal Centre from time to time.
- The post holder must be willing to work at weekends/Public Holidays and provide cover for staff absences.
- The post holder may be required to attend the shop unit outside of working hours in the event of any incident needing the presence of a key holder.
- All employees are expected to exercise value for money and use resources wisely.
- The Branch operates an equal opportunities policy and values diversity. The post holder will be expected to follow these policies.
- Volunteers are a major resource and make a vital contribution to the Branch's work. Within this role, the post holder will be responsible for encouraging, developing and supporting volunteers.
- The post involves some lone working without direct supervision and therefore to comply with UK health and safety legislation the post holder must be a minimum of 18 years of age.
- The role involves frequent manual handling activities, such as the lifting and carrying of bags and boxes of donated goods, processing/displaying stock and housekeeping/cleaning duties.