

## Job Description

**Post Title:** Deputy Shop Manager

**Responsible to:** Shop Manager

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**Responsible for:** Shop Volunteers

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### Main purposes of the Job:

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1. To assist the shop manager in overseeing the daily operation of the shop, in particular maximising sales in the shop. In this, she will be guided by the shop manager.
2. To help ensure that the shop layout is clean and attractive in accordance with the wishes of the shop manager.
3. To help ensure that health and safety policies are implemented and that customer service is good in accordance to the guidance of the shop manager.
4. To help ensure that the volunteers are properly managed and supported, according to the guidance of the shop manager.
5. To ensure that the shop is managed properly in the absence of the shop manager and according to the wishes of the shop manager.
6. To be responsible for the financial management of the shop and the opening and closing of the shop on the days the shop manager is absent

### Key Achievement Areas:

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#### Retail:

1. To assist the shop manager in optimising sales in the shop, including initiating sales promotion, ensuring that the best selling goods get maximum amount of space and implementing an effective pricing strategy. The assistant shop manager will be guided by the shop manager
2. To assist the shop manager in making sure that the ambience and layout of the shop, as well as the window display are maintained to a high standard. The assistant shop manager will be guided by the shop manager.

3. To assist the shop manager in ensuring that there is an effective stock management and that there is a consistent stock rotation within the shop. The assistant shop manager will be guided by the shop manager
4. To help maintain the shop equipment in good order.

### **Premise and Security:**

1. To be the main key holder of the shop in the absence of the shop manager
2. In the absence of the shop manager, the assistant manager is responsible for the security of the shop takings, including the safe storage of the shop takings. In absence of the shop manager, the assistant will also be responsible for the recording of all daily, weekly and monthly takings and for safe banking in line with LIFE's procedures. The assistant shop manager will be guided by the shop manager

### **Health and Safety:**

1. In the absence of the shop manager, the assistant shop manager is responsible for ensuring that the daily operations of the shop are carried out according to LIFE's health and safety policies. The assistant shop manager will be guided by the shop manager in these matters.

### **Strategy and Communication:**

1. The assistant shop manager is to report daily figures to the shop manager on those days she is responsible for running the shop.

### **Managing Volunteers:**

1. The assistant shop manager is to manage volunteers in line with LIFE's policy and accordance to the guidance of the shop manager.

### **Key Personal Contacts:**

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<b>Internal:</b>	Local Charity Shop Manager
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### **Special Features of Job:**

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No job profile can cover every issue which may arise within the post at various times, and the job holder is expected to carry out other duties as requested by the shop manager and Retail Development and Operations Manager from time to time.

### **Section Organisation: Fundraising Department**

**Prepared by: Eireann Janssens– October 2013**

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<b>Person Specification</b>		
<b>Personal skill characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
<b>Managing Volunteers</b>		
A good manager and motivator of people	✓	
Communicates effectively and openly at all levels.	✓	
<b>Retail</b>		
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows	✓	
<b>Innovation</b>		
Willingness to contribute to the development of services.	✓	
<b>Administration and Networking</b>		
Competent administration and numeracy skills		✓
Good organizational skills, with the ability to plan		✓
Good contacts within the community		✓
Computer literate, with knowledge of MS Office	✓	
Excellent written/oral communication and presentation skills	✓	
<b>Experience/Knowledge/Qualifications</b>		
A good standard of general education	✓	
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	

<b>Personal Qualities</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
Committed to the aims and ambitions of the charity	✓	
Approachable and helpful personality.	✓	
Ability to work on own initiative.	✓	
Ability to handle a range of work and meet targets and deadlines	✓	
Negotiation and liaison skills		✓
Flexible approach to working time		✓
Understands the importance of equality for all people whether employees or customers	✓	
Ability to motivate others and work as part of a team	✓	
Ability to work with people at all levels.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	
Trustworthy character	✓	