



Job Description

Title:	Assistant Shop Manager
Accountable to:	Shop Manager
Responsible for:	Volunteers
Location:	Various
Contract Type:	Permanent
Working Hours:	Various
Benefits:	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements, Access to an Employee benefits platform

Main purposes of the job:

- To assist the Shop Manager in overseeing the daily operation of the shop. In this, they will be guided by the Shop Manager.
- To help ensure that the shop layout, standards and operations are to an acceptable standard, in accordance to the shop standards checklist.
- To help ensure that the volunteers are properly supported, according to the guidance of the Shop Manager.
- To ensure that the shop is run properly in the absence of the Shop Manager and holidays and periods of absence are covered.
- 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
- Promoting a positive image if Life's work through the shops.
- To work closely with the Shop Manager to ensure a cohesive approach to income generation for the charity

Key achievement areas:

Sales and Profit:

- 1) Achieve agreed area sales budgets and maximise profits through effective cost and budget control
- 2) Maintain a standard of excellence at all times with regard to customer service and supporter care
- 3) Ensure all directives from the National Office are implemented within the shop
- 4) Regularly review high street and charity retailers to ensure shops remain competitive within the local market.

Stock Management:

- 1) Generate quality donated goods through shop driven initiatives to maximise income.
- 2) Ensure Life stock selection guidelines on quality and fashion are implemented in the shop.
- 3) Achieve all the agreed area key performance indicators including Gift Aid, online sales, Stock processing targets and Average selling prices on departments.
- 4) Ensure the shop complies with Life pricing policy
- 5) Ensure that efficient and organised stock room systems are maintained within each shop to maximise processing levels and income.

Shop Standards:

- 1) High standard of merchandising and visual display, ensuring sales to space allocation is monitored in the shop.
- 2) National basic housekeeping standard, adhering to Life's Health and Safety policy.

People Management:

- 1) Recruit, develop and train volunteers to work in the shop in various positions.
- 2) Maintain regular communication with volunteers to inform, motivate and drive performance.
- 3) Support the Shop Manager in ensuring that shop is kept adequately staffed at all times in order to maintain levels of service.
- 4) Ensure volunteers are valued and rewarded for their contribution to Life.

Administration, Security and Health and Safety:

- 1) Shops to comply with all Life financial and administration procedures as detailed in the shop manual
- 2) Achieve compliance on both the financial and health and safety audits
- 3) Action all area administration required by the business within timescales.
- 4) Oversee the implementation of health and safety policies in liaison with the Head of Central Services

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, be responsible for the security of the shop takings, including the safe storage of the shop takings.

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members

- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Shop Assistant Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Strategic Ability / Innovation		
Willingness to contribute to the development of services		✓
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows		✓
Competent administration and numeracy skills	✓	
Good organisational skills, with the ability to plan		✓
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	
Communication		
Communicates effectively and openly at all levels.	✓	
Personal		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

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