



Job Description

Post Title: Home and Living Assistant Shop Manager

Accountable to: Home and Living Shop Manager

Contract: Permanent, 16hrs per week

Responsible for: Shop Volunteers

Salary: £8.21 per hour

Role Summary

1. To assist the Shop Manager in the daily operation of the home and living shop, in particular maximising costs in the shop.
2. To help ensure daily floor walks are completed as per guidelines to ensure high standards are achieved and maintained in the absence of the manager.
3. To help ensure that health and safety policies are implemented and that customer service is good.
4. To ensure that the volunteers are properly managed and supported in the absence of the shop manager.
5. Help ensure stock is generated over the door by members of the public and donors sign up to the Gift Aid scheme.
6. To work closely with the Home and Living Shop Manager to ensure a cohesive approach to Income generation.
7. To ensure that all Life services are promoted properly within the shops and that all activities within the shop are harmonious with Life's mission and values and in the spirit of its equal opportunities policy.
8. To cover holiday and sickness of the Home and Living Shop Manager when required.

Key Achievement Areas

Sales:

1. To help optimise 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.

2. To help make sure that the ambience and layout of the shop, as well as the room settings and window display are maintained to a high standard.
3. To help maintain sales from bought in goods by effective stock management, visual merchandising and identification of New Goods.
4. To help achieve Gift Aid targets set by effectively signing up donors and ensuring the Gift Aid process is followed from start to finish.
5. To maintain the shop equipment in good order in the absence of the manager.

Shop Appearance:

1. Maintain a high standard of presentation, both in the windows and the interior of the store.
2. To help achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the Store including the sales floor and stockroom areas.

Stock:

1. Actively encourage the public to donate saleable stock through networking in the local area.
2. To help achieve the required Gift Aid (GA) conversion rates and to manage the GA process.
3. Ensure there is adequate flow of stock from stockroom to the shop floor (productivity) in the absence of the manager.
4. The role will demand moving sometimes high volumes, bulky stock on a daily basis.
5. Select and price stock at a consistent level in accordance with Life's price guides.
6. Rotate stock so that no items of stock remain on the shop floor for any longer than the agreed time limits.
7. To help comply with all instructions regarding the sale and auditing of new goods.
8. To support accurate recording of all stock on the point of sale system in the absence of the manager.

Staff:

1. Organise a rota to ensure the Store runs effectively and the sales floor and sort room tasks are allocated in the absence of the manager.
2. Create an organised and pleasant working environment for staff and volunteers.
3. Ensure that all staff/volunteers comply with Life's policies, procedures and specific Retail protocols.

4. Actively help in the recruitment of the correct/specified number volunteers to deliver the stores objectives and KPIs.
5. Provide training so they are able to perform their jobs efficiently and effectively.

Administration and Security:

1. To be the main key holder for the shop in the absence of the shop manager and comply with Life's Key Holder Policy.
2. In the absence of the manager ensure all financial cash handling and security procedures are adhered to as per the Life Policies and procedures.
3. In the absence of the manager, ensure all relevant administration is completed on time and according to the Life's Manager's Manual.
4. Bank daily according to Life's policy..
5. Notify the local police and your line Manager in the event of a break in, shop lifting or security incident.
6. Ensure all staff/volunteers lock all purses and valuables in a locker.

Health and Safety:

1. Provide a safe environment that protects all staff/volunteers, and the public.
2. Comply with all Health and Safety (H&S) regulations as per Life's H&S Policy.
3. Is responsible for completing safety checklists are completed for all donated furniture items.
4. Is responsible for maintaining health and safety records, reporting and recording all serious incidents and injuries to head office in line with Life's policy.

NB: This role involves continuous manual handling of stock, in volume on a daily basis. It will require a reasonable level of fitness and exertion, including carrying stock up and down stairs on a regular basis.

Strategy and Communication:

1. In the absence of the manager, the assistant is responsible for reporting weekly income figures and reading and understanding management accounts.
2. The manager will maintain good contact with their Line Manager, including suggesting improvements of the operation of Life charity shops.

Personal Responsibilities

1. 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.
2. 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, including the Operations Team, are aware of and deliver their individual responsibilities.

Safeguarding Children & Vulnerable Adults

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 vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement 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 ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

Corporate Behaviours

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision, mission and values
- Demonstrate respect for others and value diversity
- Act responsibly in regard to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing 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 maintain the highest professional standards at all times
- 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

POST TITLE: Home and Living Shop Assistant Manager

	<i>Person Specification</i>
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Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Managing Volunteers		
A good manager and motivator of people	✓	
Communicates effectively and openly at all levels.	✓	
Retail		
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows	✓	
Innovation		
Willingness to contribute to the development of services.	✓	
Administration and Networking		
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	✓	
Experience/Knowledge/Qualifications		
A good standard of general education	✓	
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	

Personal Qualities	Essential (Tick)	Desirable (Tick)
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	✓	