



Job Description

Post Title: Shop Assistant Manager
Accountable to: Shop Manager
Responsible for: Volunteers
Contract: Permanent, Part time, flexible.
Rate of Pay: Minimum wage

Main Purposes of the job:

1. To assist the shop manager in overseeing the daily operation of the shop. In this, they will be guided by the shop manager.
2. To help ensure that the shop layout, standards and operations are to an acceptable standard, in accordance to the shop standards checklist.
3. To help ensure that the volunteers are properly supported, according to the guidance of the shop manager.
4. To ensure that the shop is run properly in the absence of the shop manager and holidays and periods of absence are covered.
5. 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
6. Promoting a positive image if Life's work through the shops.
7. To work closely with the Manager to ensure a cohesive approach to Income generation

Key Responsibilities:

Sales and Profit

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

Stock Management

- Generate quality donated goods through shop driven initiatives to maximise income.
- Ensure Life stock selection guidelines on quality and fashion are implemented in the shop.

- Achieve all the agreed area key performance indicators including Gift Aid, online sales, Stock processing targets and Average selling prices on departments.
- Ensure the shop complies with Life pricing policy
- Ensure that efficient and organised stock room systems are maintained within each shop to maximise processing levels and income.

Shop Standards

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

People Management

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

Administration, Security and Health and Safety

- Shops to comply with all Life financial and administration procedures as detailed in the shop manual
- Achieve compliance on both the financial and health and safety audits
- Action all area administration required by the business within timescales.
- Oversee the implementation of health and safety policies in liaison with the health and safety facilities Manager.

Premise and Security

- To be the main key holder of the shop in the absence of the shop manager
- In the absence of the shop manager, the shop assistant is responsible for the security of the shop takings, including the safe storage of the shop takings.

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, including retail, 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 and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards 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.

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 light of experience and/or organisational requirements, and in consultation with the post holder.

Person Specification		
Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Supporting Volunteers		
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 organisational skills, with the ability to plan		✓
Experience/Knowledge/Qualifications		
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	
Personal Qualities		
Committed to the aims and ambitions of the charity	✓	
Approachable and helpful personality.	✓	
Ability to work on own initiative and as part of a team.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	