



Job Description

Title:	Assistant Shop Manager
Accountable to:	Shop Manager
Responsible for:	Volunteers
Location:	Various
Contract Type:	Permanent
Working Hours:	Various, fully flexible Monday- Sunday
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 1 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the job:

- To assist the shop manager in overseeing all daily operations of the shop.
- To help support profitability of the store through shop layouts, strong standards and strong visual merchandising: in accordance with the shop standards checklist .
- To support the shop manager to recruit and engage a team of volunteers.
- To ensure that the shop is managed and run in the absence of the shop manager and that all periods of absence are covered.
- Promote a positive image of Life charity through high customer service experience.
- To ensure a cohesive approach to income generation for the charity.

Key achievement areas:

Sales and Profit:

- Support Shop Manager to achieve agreed sales income and maximise profits through effective cost and budget control.
- Maintain a standard of excellence at all times with regard to customer service and supporter care.
- Ensure all directives from the National 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, brought in goods and online sales.
- Achieve 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.

Shop Standards:

- Ensure a High standard of Visual merchandising throughout the shop using sales space analysis.
- High housekeeping standard, adhering to Life's Health and Safety policy.
- To monitor trends and changes in the retail environment to enhance window displays.

Communication & Team Management:

- Contribute to your own development of shop procedures and systems to give clear operating guidelines to volunteers.
- Build ongoing relationship with other members of the team to co-ordinate the requirement for stock supplies and support on other managerial aspects.
- Support to lead, develop and manage a team including volunteers, ensuring shop is always staffed adequately to maintain high levels of service.
- Participate in staff and volunteer recruitment, induction, and personal training programmes.
- Attend regular Managers Meetings with volunteers and store manager to communicate what is going on in store effectively.
- Reward and value all volunteers for their contribution to Life.

Administration, Security and Health and Safety:

- Ensure the shop complies with all Life financial, Health and Safety and administration procedures as detailed in the policy manual.
- Achieve compliance on both the financial and health and safety audits.
- Action all area administration required by the business within timescales.
- Ensure end of week and monthly paperwork is completed and sent in accordance with policy.

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, be responsible for the security of the shop takings, including the safe storage of the shop takings and regular banking.
- To ensure that the premises is always safe and secure by identifying hazards or premises concerns and highlighting these immediately.

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.

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 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 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.
- **Corporate behaviours:**
All staff are expected to:
 - Work towards the charity's aims and objectives and uphold its vision and mission.
 - Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal.
 - Solidarity – We're with you and for you.
 - Community – We're better together.
 - Charity – Doing good for one another.
 - Common Good – Building a better world.

- 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: Assistant Shop Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission, and values of the charity	✓	
Leadership		
Ability to manage and lead a team	✓	
To be honest and always communicate effectively to team and wider team	✓	
To listen actively and learn from others	✓	
Business Management / Service Delivery		
Ability to work on own initiative	✓	
Ability to market research and develop an understanding of the customers' needs		✓
Ensure a high commitment to developing goals and achieving them	✓	
To be part of a team culture	✓	
Strategic Ability / Innovation		
To be able to consider future challenges	✓	
Seek guidance and support when needed	✓	
To seek out new training and continue to learn throughout role	✓	
To seek out new ideas and understand trend changes within the market		✓
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Working knowledge of pricing and Valuing goods		✓
Visual merchandising experience		✓
Excellent organisational skills, with the ability to forward plan	✓	
Working knowledge of recruitment and stock management		✓
Competent numeracy skills and administration	✓	
Communication		
Strong verbal and written communication skills	✓	

Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
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

Approved By: Charlotte Cox

Issue No: 5

Approved Date: 26/02/2025

Review Date: 25/02/2027