



Job Title: Assistant Shop Manager

Reporting to: Shop Manager

Direct reports: Retail volunteers

CONDITIONS OF EMPLOYMENT

Hours of Work: 14 hours per week (7 hours per day, between Monday to Sunday)

Length of Contract: Permanent

Annual Leave: 245 hours, inc. public holidays per annum (pro rata)

JOB SUMMARY

To be responsible for the day-to-day running of the shop and manage the stock room operations, including stock control and stock rotation.

Key responsibilities

- Managing the day to day running of the shop
- Optimising sales
- Maintaining effective stock management and merchandising
- Managing and training volunteers
- Carrying out shop administration
- Taking necessary action to report repairs and maintenance of the premises
- Ensuring adequate security
- Enforcing health and safety policy and procedures

General shop management

- To take day to day responsibility for managing the shop and liaising with the Shop Manager
- To brief the Head Retail and or Shop Manager at regular agreed intervals (and immediately if urgent) on progress in your shop.
- To propose action to the Shop Manager/Head or Retail for improvements in operations.
- To maintain an awareness of developments in local shops, especially in the charity/low cost sector, updating the RDM as required.
- To maintain an awareness of the work of Haven House Children's Hospice and relevant local or national issues through press, media and local views.
- To maintain and develop good channels of communication with colleagues in other charity shops in the area
- To assist the Head or Retail as required in area wide initiatives, for example new shop openings.
- To provide cover for Shop Manager from time to time in other stores, as required. This

would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.

Optimising Sales - working with the Shop Manager

- To ensure the shop meets agreed sales targets.
- To ensure the shop is competing effectively with local competitors.
- To ensure all volunteers maintain a high standard of customer care.
- To promote the store in the local community by liaising with the Head or Retail and PR Manager at Haven House
- To maximise the sales of potentially new goods and Christmas cards.

Maintaining Effective Stock Management & Merchandising

- To supervise and maximise the efficiency of the collection system liaising regularly with CMR shop
- To control pricing in line with the charity policy.
- To ensure the highest possible resale value of donated stock.
- To control coding and processing of stock and to ensure quality control.
- To apply a high standard of merchandising and window dressing methods.
- To control stock density and rotation.
- To initiate local stock and sales promotions.
- To execute national sales promotions ie Charity Retail Association initiatives in accordance with guidelines.

Staff Management & Training

- To provide adequate supervision and feedback to volunteers
- To provide training for all volunteers.
- To recruit volunteers alongside the Volunteer Development Manager.
- Working with the Shop Manager - lead and develop the volunteer team in your shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.
- To attend Hospice area training programmes and proactively look at developing own learning with the support using the Charity Retail association online system.
- To ensure volunteers are aware of hospice, shop, Health and Safety and Trading Standards' policies.

Administration (as outlined in Shop Manual)

- To complete daily/weekly sales returns and agreed.
- To ensure shop costs do not exceed agreed budget.
- To apply Trading Standards Regulations in the shop and ensure staff are aware of these.
- To comply with cash register procedures.
- To take action to ensure the shop is adequately staffed, setting and maintaining staff rotas.
- To control and requisition shop supplies
- To process post.
- To bank takings using agreed banking procedures.

Premises Management

- To ensure shop housekeeping is to company standard.
- To take day to day responsibility for shop exterior.

General Requirements

- Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the Charity's image and win increased support for its work.
- Maintain confidentiality in all areas of work at Haven House.
Ensure that your conduct within and outside Haven House does not conflict with professional expectations.
- Take responsibility for your continuing professional development.
- Co-operate with all staff in maintaining harmonious inter-personal relationships.
- Attend staff meetings and training as required.
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Ensure the respect, dignity and rights to privacy of clients.

This job description is not a definitive or exhaustive list of responsibilities but identified list of the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance process.

Haven House is committed to Equal Opportunities in Employment and therefore it is our aim to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, and nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

Haven House is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Haven House to fulfil these obligations, policies and codes of good practice.

Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Haven House is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Employment is subject to receipt of satisfactory references and an enhanced DBS check.

PERSON SPECIFICATION
Assistant Shop Manager

	Essential	Desirable
Retail experience, preferably in a voluntary sector organisation	X	
Experience of volunteer recruitment and training		X
Experience of delivering financial targets against agreed objectives, KPIs and timescales	X	
Excellent organisational and interpersonal skills, ability to communicate well with a range of stakeholders	X	
Able to work as part of a team, often under pressure	X	
Experience of problem solving and the confidence to make decisions based on evidence and research	X	
Focussed, target-orientated and highly motivated	X	
Keen sense of display	X	
An interest in and experience of at least one department found in a charity shop inc ladies fashion, collectables/bric a brac, childrenswear, books, furniture, textiles, jewellery, toys	X	
Knowledge and experience of being responsible for health and safety of selling second hand goods	X	
Knowledge of health and safety legislation in retail environments and sale of goods	X	
Knowledge and experience of managing stockroom operations		X
A commitment to and an understanding of the vision and values of the organisation and its beneficiaries	X	
Ability to work flexibly and out-of-hours, including weekends and Bank Holidays, when necessary	X	
Excellent IT and Microsoft Office skills		X
Full driving licence with access to own car		X