

**St. Rocco's Deputy Charity Shop Manager**

**Job Description**

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| Job Title: Responsible to: | Assistant Shop ManagerShop Manager |
| Directly Managing:   | Volunteers and any workers on placements from partner organisations, who are involved in activities within the shop.  |

# Purpose of the Job

**To assist the Shop Manager with, and be responsible, in the absence of the Shop Manager, for the effective operation of two shops in the same locality, with responsibility for :**

* Assisting the Shop Manager to manage the day to day running of two shops.
* Optimising sales.
* Maintaining effective stock management and merchandising.
* Managing and training shop volunteers.
* Carrying out shop administration.
* Taking necessary action to arrange repairs and maintenance of the premises.
* Ensuring adequate security.
* Helping to enforcing health and safety policy and procedures.

# Tasks & Responsibilities

**Strategic Role as Assistant Shop Manager**

* To take responsibility for managing the shops, in the absence of the Shop Manager.
* To propose action to them for improvements in operations.
* To maintain an awareness of developments in local shops, especially in the charity / low cost sector, updating the Shop Manager as required.
* To maintain an awareness of the work of St. Rocco'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 St.

 Rocco’s Hospice Shops, local communities and organisations.

* To assist the Retail Support Manager as required in area wide initiatives, for example new shop openings.
* To provide cover for Shop Managers from time to time in other stores, as required by the Retail Support Manager. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.

# Optimising Income

* To ensure the shop meets sales targets set by the Shop Manager and Retail Support Manager.
* To maximise Gift Aid sign up by donors, and to ensure Gift Aid administration is processed correctly.
* To ensure the shop is competing effectively with local competitors.
* To ensure all staff maintain a high standard of customer care.
* To maximise the sales potential of new goods and Christmas cards.

# Maintaining Effective Stock Management & Merchandising

* To help manage pricing in line with company policy.
* To ensure the highest possible resale value is achieved for donated stock.
* To ensure all items offered for sale meet current legislation and St. Rocco’s trading policies and procedures.
* To apply company display, merchandising and window dressing standards.
* To assist controlling stock density and rotation.
* To dispose of un-saleable items in a sensitive manner, at the lowest cost to the organization, with the minimum impact on the environment and achieve recycling or reuse where possible.

# Staff Management & Training

* In the absence of the Shop Manager, to take day to day responsibility for managing and delegating work volunteers & workers on placements, ensuring satisfactory performance.
* To provide adequate supervision to volunteers in the shops.
* To assist with training for all shop staff and volunteers.
* To assist in recruiting suitable volunteers.
* To assist with leadership and development of the team in the shops, encouraging effective communication, initiating work plans and helping to foster a positive team spirit through regular team meetings.
* To attend training programmes and liaise with/attend team meetings of shop managers.

# Administration

* To assist completing daily/weekly sales paperwork and brief Shop Manager as required.
* To help ensure shop costs do not exceed agreed budget.
* To help ensure that all Gift Aid administration is completed accurately.
* To help ensure that Data Protection and Information Governance procedures are followed.
* To apply Trading Standards Regulations in the shop and ensure staff are aware of these.
* To apply cash management and security procedures.
* To help ensure the shop is adequately staffed, setting and maintaining volunteer rotas.
* To assist in the control and requisition shop supplies.
* To assist Shop Manager in banking using agreed banking procedures.

# Premises Management

* To help ensure shop housekeeping is to company standard.
* To take day to day responsibility for shop exterior, in the absence of the Shop Manager.
* To ensure all shop equipment is kept in good working order
* To inform Retail Support Manager of necessary repairs and maintenance.

# Security

1. To act as a key holder and delegate key holding to other volunteers within procedural guidelines.
2. To ensure the security of shop takings, stock and equipment.
3. To provide best circumstances for the personal security of volunteers.
4. To ensure that security procedures are understood and implemented by all volunteers.

# Health & Safety

To apply company Health & Safety regulations in accordance with the Hospice guidelines by:

1. Help to maintain Health & Safety records
2. Assist in undertaking required fire drills.
3. To ensure that Health and Safety procedures are understood and implemented by all volunteers.

# General

1. To carry out these tasks and responsibilities with an understanding of and commitment to

St Rocco’s Hospice equal opportunities policy.

1. To use new technology as required.
2. To do all within your powers to keep company property secure and in good working order.
3. To carry out any additional duties within the spirit of the post as required by the Retail Operations Manager.

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| **ASSURANCE STATEMENT** |
| The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.It is the responsibility of all employees to adhere to general policies and procedures as detailed in the Staff Handbook and other individual policies. |

 The above Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

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**CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

**Person Specification**

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| **Title:** |  Assistant Shop Manager  |
| **Department/Division:** |  Retail Operations / Income Generation and Marketing |
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| **Criteria for selection** | **Essential** | **Desirable** |
| **Education/Qualifications/Experience*** Experience of working in a similar retail environment

 * Management experience
* The ability to coach and motivate a team

 * Experience of recruiting and working with volunteers
 | **✓****✓** | **✓****✓** |
| **Knowledge/experience/skills*** Physically able to carry heavy / bags or boxed items. (For which training will be given)
* Good administrative skills
* Good communication skills
* Commitment to equal opportunities
* Experience of dealing with the public
* Experience of keeping records
* Experience of organising or managing the work of other people
* Experience of dealing with money
* Ability to prioritise and organise workload
* Ability to work on own initiative and as part of a team
 | **✓****✓****✓****✓****✓****✓****✓****✓****✓** | **✓** |
| **Personal Qualities*** Commitment and enthusiasm for the role
* Adaptability and flexibility
 | **✓****✓** |  |
| **Additional Requirements** * Experience of, or talent for, creating attractive retail displays.
* Experience of working with volunteers.
* A clean current full driving licence.
 |  | **✓****✓****✓** |