



St. Rocco's Assistant Shop Manager

Job Description

- Job Title:** Assistant Shop Manager
- Responsible to:** Shop Manager.
(Retail Area Manager will provide regular support and supervision meetings at agreed intervals.)
- Directly Managing:** Volunteers and any workers on placements from partner organisations, who are involved in activities within the shop.
- Hours of Work:** 22.5 hours per week, over 3 days

Purpose of the Job

To be responsible, in the absence of the Shop Manager, for the effective operation of the shop with responsibility for:

- Managing the day to day running of the shop.
- 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.
- Enforcing health and safety policy and procedures.

Tasks & Responsibilities

Strategic Role as Assistant Shop Manager

- To take day to day responsibility for managing the shop, in the absence of the Shop Manager.
- To brief the Shop Manager and Retail Area Manager at regular agreed intervals and immediately, if urgent, on progress towards shop targets.
- 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 Retail Area Manager and Head of Retail 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 Area 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 Area Manager. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.

Optimising Sales

- To ensure the shop meets sales targets set by the Area Manager.
- To initiate marketing campaigns and sales promotions to increase sales.
- To ensure the shop is competing effectively with local competitors.
- To ensure all staff maintain a high standard of customer care.
- To promote the store in the local community through initiatives, for example initiating stock appeals by organizing local leaflet distribution.
- To maximise the sales potential of new goods and Christmas cards.

Maintaining Effective Stock Management & Merchandising

- To control pricing in line with company policy.
- To ensure the highest possible resale value of 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 control stock density and rotation.
- To initiate local stock and sales promotions.

- 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 to the Volunteers & workers on placements, ensuring satisfactory performance.
- To provide adequate supervision for all volunteers in the shop.
- To assist with training for all shop volunteers.
- To recruit suitable volunteers.
- To assist with leadership and development of the team in the shop, 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 complete daily/weekly sales returns and brief Shop Manager as required.
- To ensure shop costs do not exceed agreed budget.
- To ensure that all Gift Aid administration is completed accurately.
- To 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 take action to ensure the shop is adequately staffed, setting and maintaining volunteer rotas.
- To control and requisition shop supplies.
- 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, in the absence of the Shop Manager.
- To ensure all shop equipment is kept in good working order
- To inform Retail Area Manager of necessary repairs and maintenance.

Security

1. To act as a keyholder and delegate keyholding to other volunteers within procedural guidelines.
2. To ensure the security of shop takings and stock.
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

1. To apply company Health & Safety regulations in accordance with the Hospice guidelines by:
2. Maintaining Health & Safety records
3. Undertaking required fire drills.
4. Ensuring Fire Equipment is correctly sited and serviced.
5. Ensuring electrical equipment is properly maintained.
6. Implementing risk assessment procedures when appropriate.
7. 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.
2. To use new technology as required.
3. To do all within your powers to keep company property secure and in good working order.
4. To carry out any additional duties within the spirit of the post as required by the Area Manager.

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.

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.

Date post holder in receipt of job description

Signature of post holder

Person Specification

TITLE: Assistant Shop Manager

DEPARTMENT: St. Rocco's Hospice Shops

Criteria for selection	Essential	Desirable
<p>Education/Qualifications/Experience</p> <ul style="list-style-type: none"> • 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 	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Knowledge/experience/skills</p> <ul style="list-style-type: none"> • Physically able to carry heavy boxes and other 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 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Commitment and enthusiasm for the role • Adaptability and flexibility 	<p>✓</p> <p>✓</p>	
<p>Additional Requirements</p> <ul style="list-style-type: none"> • Experience of, or talent for, creating attractive retail displays. • Experience of working with volunteers. • A clean current full driving licence. 	<p>✓</p>	<p>✓</p> <p>✓</p>