JOB DESCRIPTION

POST: Retail Assistant Shop Manager

PART 1: JOB PROFILE

1. Main purpose of Job

To assist the Shop Manager in the day-to-day operations of a Claire House Charity shop, achieving excellent standards, results & best practice, to support Claire House achieving its dream to one day reach every single child that needs our services. You will support the Manager to ensure that the stock is processed efficiently, and that the shop floor always has the highest standards. Assisting to maximise the store potential by ensuring the best customer service, product offer is always in place so that donors and shoppers have an amazing experience. This will be done in a manner which reflects the ethos of Claire House.

2. Scope of the Job

Operational Responsibilities (80%)

- To manage the Shop in a profitable and business-like manner
- To maximise sales and profits
- To maintain a high standard of display, both in window and inside the shop
- To ensure stock is appropriate to the business and priced accordingly
- To maintain a rigorous process of stock rotation, ensuring stock is rotated after its expiry date
- To keep all areas clean and tidy and the stock in good order
- To delegate tasks to volunteers as required, in accordance with volunteer's experience and abilities
- To assist in the training of volunteers
- To help co-ordinate rotas to ensure adequate staffing levels at all times – (Ideally to have at least two volunteers at any one time)
- To travel to meetings / training & other sites as required to cover

Legal & Compliance (5%)

- To support the Shop Manager in ensuring that the shop premises comply with all legislation for staff, volunteers and customers and visitors with particular focus on a Health and Safety culture.
- To ensure that cash, valuables and stock are kept secure and to report any shortfalls.
- To bank takings on a daily basis on all the days the bank is open
- To support the Shop Manager in all shop related tasks

Administration (10%)

- To ensure financial controls are implemented
- To make best use of IT resources e.g., EPR, Boxmove, Acopia, SHR, EPOS & Teams including using the computer to communicate by e-mail etc
- To effectively manage all controllable costs
- To communicate all necessary information regarding the running of the shop to others as required

Other tasks 5%

- To maintain excellent knowledge of Claire House in order that customers, staff and volunteer queries can be answered correctly

- To undertake such other tasks as may be reasonably required from time to time. This includes working in, supporting or managing other Claire House shops in the area

3. <u>Position in the organisation</u>

- Reports to Shop Manager
- Accountable to HOR / FOM
- A member of the Retail Shop Team
- The post holder must collaborate closely with the Retail Leadership Team & other retail team members such as Shop Managers along with members from other Claire House departments
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<u>Claire House General Responsibilities</u>

Every employee is required to:

- Adhere to and comply with organisational policies, procedures and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality and privacy of guests, volunteers and staff at all times.
- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Participate in personal training, development, appraisal, and attend all relevant training courses as required.
- Take part in Research Governance (If required)
- Embrace the volunteer culture which exists in the organisation

All employees will have an understanding of Children's Hospices and an empathy with the philosophy of Claire House Children's Hospice in particular and the hospice movement in general.

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples, the main role of the post-holder. It is therefore subject to alteration and development as and when required.

PART 2. PERSON SPECIFICATION: Retail Shop Assistant Manager

	Essential	Desirable
Physical	Ability to lift and manoeuvre a weight of up to 10kg and be fit to be standing/walking for most of the day	Previous role / experience of standing for long periods
Experience	Previous retail management, supervisory, or charity shop experience	Experience of managing staff teams in the retail sector Experience of being part of a management team within a Charity Shop
Skills	Strong organisational and administration skills Financial management Able to train staff and volunteers in retail skills Ability to delegate Excellent customer service Good communication skills	Numerate and Computer literate Visual merchandising skills particularly working with clothing Knowledge of Health & Safety requirements Good decision making with regard to stock selection and pricing Contacting and using the media
Personal Attributes/Abilities	Honest open and reliable Good team player Commitment to the aims and objectives of Claire House Committed to success and to achieving organisational excellence Good attention to detail A commitment to promoting and securing equality of opportunity Flexible approach to working hours Enhanced CRB Check	Hands on leader – leading by example Able to travel to other sites easily Ability to build and develop a successful team

Physical, Mental and Emotional Effort – ASSISTANT SHOP MANAGER

Physical

- Regular manual handling, lifting heavy loads on a daily basis
- Standing for long periods of time

Mental

- Multitasking is a constant requirement – frequent interruptions to every task
- Rarely able to structure work in advance, due to unforeseen events
- Able to set standards and ensure compliance from all members of the team to these standards and Claire House policies and procedures

Emotional

- The role requires a daily need to give emotional support to volunteers, particularly vulnerable volunteers
- Occasionally interacting with families associated with Claire House
- Occasionally dealing with difficult/challenging people.

Working Conditions

- Frequently working in cramped conditions
- Exposed to unknown hazards on a daily basis when delving into bags of donated stock
- Ability to work unsupervised