

## **JOB DESCRIPTION**

**JOB TITLE:** Deputy Head of Retail

**ACCOUNTABLE TO:** Head of Retail

**RESPONSIBLE FOR:** Delivering key objectives in agreed-upon shops.

**JOB PURPOSE:** To support the Head of Retail and Shop Managers with delivering Retail objectives.  
Deputise for the Head of Retail

## **DUTIES AND RESPONSIBILITIES**

1. Support the Head of Retail with delivering key objectives in agreed-upon shops. This could include, but is not restricted to: training, re-merchandising, Gift Aid audit and support, recruitment of volunteers, and selling price validations.
2. Support the Managers in the effective completion of all paperwork related to the shop, including banking and financial transactions in an accurate and timely manner.
3. Support the managers with compliance with Gift Aid sign-ups
4. To assist with the setting of realistic financial targets and objectives for each shop, monitor shop performance weekly.
5. Assist in appointing all new staff, ensuring they receive appropriate induction and essential training by working closely with Age UK LS&R's Learning and Development department. Carry out staff one-to-ones and annual performance reviews.
6. Build strong business relationships both externally and internally, placing particular emphasis on key internal relationships such as the Marketing & Income Generation Department and the Purchasing Department.
7. Drive a high level of transactional compliance within the shops team and ensure robust procedures for fraud prevention.
8. Assist with overseeing other income generation activities that take place within the shops, including Gift Aid, the Age UK LS&R scratch cards, and Age UK raffles.
9. Have a full understanding of the work of Age UK LS&R and its planned developments in order that these can be promoted across the network of charity shops.
10. To have a full understanding of various retailing techniques, including online retail, in order to grow the business, including any relevant legislation that affects charity shops.
11. Lead, empower, and motivate the Shop Managers and teams to develop and achieve sales and surplus.
12. Work closely with the volunteer coordinator, ensuring recruitment numbers are achieved.

13. Support with the delivery of customer care, ensuring the needs of the customer are adhered to at all times, ensuring customer complaints are dealt with effectively and efficiently.
14. Conduct shop visits to ensure the shop environment is clean and welcoming and that the layout is commercial and representative of the local market opportunities.
15. Support the Managers with the recruitment/selection and development processes of staff and volunteers in line with Age UK Leicester Shire and Rutland's policies and procedures.
16. Create opportunities and introduce ideas and promotions to drive the shop forward in consultation with the shop manager and Head of Retail.
17. When required, be flexible to support shops with cover and, on occasions, provide cover yourself.
18. Ability to support the retail managers and deputy managers on how to drive revenue
19. Manage performance and any absence issues.

### **Behaviours:**

1. Consistently sets a positive example through actions and conduct.
2. Leads the team of staff and volunteers with enthusiasm. Goes the extra mile to ensure the volunteers have a positive place of work.
3. Adopts a can-do attitude to the daily challenges within the retail environment. Comes up with solutions to problems or issues and won't allow concerns to go unresolved.
4. Works as a team player within the shop as well as part of the wider area.
5. Be flexible and embrace new ways of working if they have been proven to improve sales and operations.

### **Training and Development**

1. Participate in training and development as required and evaluate the training needs accordingly.
2. Support the manager with the completion of mandatory training in shops.
  1. Deliver regular updates to the Management Team
  2. Develop good communication practices in order to actively engage with all relevant staff in generating stock for the shops.
  3. Annually review and update the shops manual ensuring it is adhered to by all retail staff.
  4. Ensure all administrative processes are completed and checked in line with HR and Payroll policies.

### Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

### Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

### Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in <F:\COMMUNAL FOLDER\POLICIES> or on the Select HR self-service portal.

**This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.**

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Please print name: \_\_\_\_\_