

JOB DESCRIPTION

Job Title:	Charity Shop Assistant Manager
Responsible to:	Shop Manager and Chief Executive Officer
Responsible for:	Shop Volunteers
Hours and Salary:	21 hours per week (flexible over 7 days) £9,774 + pension and healthcare benefits (£8.95 per hour).
Location:	Hamstead (nr. Great Barr, Birmingham)

Description of Service

Age UK Birmingham & Sandwell is a dynamic and expanding charity that provides a range of services and programmes for people aged 50 and over. We are seeking an enthusiastic and engaging individual to join our Retail Team to support our expanding chain of shops. The charity shops provide a vital income stream to support the charity work of the organisation.

Job Purpose

To assist the Shop Manager to ensure the efficient running of a Charity Shop, to enable Age UK Birmingham to raise funds towards services and support for local older people, by maximising sales and ensuring high standards of presentation and customer service. To provide a source of inexpensive second hand clothing for people in the Birmingham and Sandwell area, particularly those on limited incomes. The shop will also pass on referrals to Age UK Birmingham office on request.

Principal Duties

- To make day to day decisions, on behalf of the Shop Manager, to ensure the successful and safe trading operation of the shop.
- Ensuring the shop is open 7 days and is in a clean and pleasant condition, covering in the absence of the Shop Manager.
- To lead and manage the volunteer staff as directed by the Shop Manager and in accordance with Age UK Birmingham's policies.
- Maintaining and updating rotas to ensure volunteers know what their commitment is and that they are not asked to do more than they are able.
- Ensuring the Health and Safety of staff, volunteers and customers at all times in the absence of the shop manager.
- Being responsible for the security of the shop, holding the keys and ensuring that keys are available for the necessary volunteers if not personally on duty, along with the shop manager.
- Working with the team and the shop manager to ensure all sales opportunities are spotted and agreed targets for sales are achieved, to maximize profit.
- Minimize stock loss through effective management.

- The post holder will also be required to undertake any other duties relevant to the post not outlined above.

PERSON SPECIFICATION

Essential

- A positive and enthusiastic attitude
- A Good standard of numeracy and literacy
- Flexible attitude adaptable to change
- Experience of managing a diverse group of people
- Able to use own initiative within set parameters
- Commercially aware with an understanding of the high street retail
- Willingness to work flexibly to ensure shop staffed across 7 days

Desirable:

- Experience of working in a charity shop