

**Post Title:** Deputy Shop Manager (High Street)

**Reporting Line:** Shop Manager (High Street)

**Responsible for:** Volunteers

**Summary of post:** The Deputy Shop Manager will assist the Shop Manager in all aspects of running the High Street Shop, deputising for the Shop Manager in his/her absence, undertaking all appropriate duties to ensure the continued operation of the shop. Working with a team of staff, and volunteers, you will provide encouragement and support as you provide excellent customer service and standards to meet targets. You will sort, process and merchandise donated stock for sale, implement Security and Health and Safety protocols and adhere to Age UK Coventry & Warwickshire's policies and procedures.

#### **Duties and Responsibilities**

1. In the absence of the Shop Manager, act as manager of the shop undertaking all appropriate duties and responsibilities to ensure the continued operation of the shop and the achievement of performance targets.
2. Maximise shop income and achieve performance targets.
3. Actively promote Gift Aid within the shop and maintain the Gift Aid system.
4. Assist the Shop Manager in implementing and maintaining excellent customer service and retail standards.
5. Assist in the recruitment, training and development of the team of staff and volunteers, encouraging an active interest in the shop and the work of Age UK Coventry & Warwickshire.
6. Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
7. Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations.
8. Hold shop keys, opening and closing the premises in line with trading hours.
9. Promote stock donations and ensure sufficient levels of stock to achieve sales targets.
10. Accept, sort and price donated goods in accordance with Age UK Coventry & Warwickshire and Trading Standards guide lines.

11. With the Shop Manager, maintain stock control, including the arrangement of the disposal of unsold or unwanted donations to ensure best possible income.
12. In the absence of the Shop Manager ensure all items offered for sale are fit for sale, comply with legislation and undergo relevant function and safety checks where appropriate.
13. Ensure compliance with Age UK Coventry & Warwickshire Policies and Procedures and relevant legislations.
14. Ensure that shops administrative and financial procedures are followed including daily banking, daily and weekly paperwork, maintenance of petty cash, performance reports and staff and volunteer records.
15. Bank takings daily, control petty cash and compile weekly returns.
16. Assist the Shop Manager to achieve and maintain PAT testing status.
17. Liaise with the Retail Manager to transfer goods to other shops following the appropriate policies and procedures.
18. Ensure security of cash, stock and premises, reporting any cash or stock shortfalls to the Retail Manager.
19. Monitor and arrange the disposal of goods from the shop.
20. Attend and participate in company meetings as and when required.
21. Provide cover and support at other outlets as required.
22. Maintain stocks of new goods for sale with advice from the Retail Manager.
23. In the absence of the Shop Manager work closely with the Retail Manager to ensure any problems in the shop are resolved quickly and effectively.
24. Publicise the shop, enhance the Age UK Coventry & Warwickshire image through a professional retail service, ensuring that all queries are answered promptly.
25. Maintain good relations with the public, local council, landlords and neighbouring businesses.
26. Accurately input data into IT equipment within agreed timescales.
27. Maintain absolute confidentiality with regard to all company information.
28. Carry out such duties as may be required by the Shop Manager and Retail Manager, which are considered consistent with the duties and responsibilities of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

*Please print name .....*

**Person Specification: High Street Shop Deputy Manager**

	Essential	Desirable	Tested At
<b>Qualifications</b>			
A good level of general education	ü		Application
Other related professional education/training		ü	Application
<b>Knowledge and Experience</b>			
Previous experience gained in performance driven retail/customer centred environment	ü		Application & Interview
Previous supervisory experience		ü	A&I
Previous experience of communicating with a diverse workforce and customer base	ü		A&I
Basic knowledge of Health & Safety and Fire regulation and ability to identify potential risks	ü		A&I
Experience of cash handling	ü		A&I
Charity Retail experience		ü	A&I
Volunteer management		ü	A&I
Experience of working with EPOS systems		ü	A&I
<b>Skills and Abilities</b>			
Ability to motivate and work as a team	ü		A&I
Good administrative and organisational skills with the ability to undertake banking, keep basic records and organise resources in a busy environment	ü		A&I
Strong communicator with ability to deliver team messages, deal with customer issues and resolve problems whilst being firm but fair when required in the absence of the Shop Manager	ü		A&I
Ability to recognise stock potential in order to generate income and understands the importance of attractive presentation	ü		A&I

Ability to plan and prioritise workloads in absence of Shop Manager	ü		A&I
Ability to recruit Gift Aid donors and maintain a Gift Aid system	ü		A&I
Ability to drive and commute to remote locations – including use of own vehicle		ü	A&I
<b>Personal Qualities</b>			
Accepting and promoting the values and ethos of Age UK Coventry & Warwickshire	ü		A&I
Flexible approach to work	ü		A&I
Awareness and understanding of equal opportunities	ü		A&I
<b>Additional Circumstances</b>			
Processing stock deliveries will regularly involve carrying and moving (sometimes heavy) bags of stock. To will also be on your feet for long periods of time			
On occasions may be required to work on own within shop			

