

## **JOB DESCRIPTION**

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| <b>JOB TITLE:</b>       | <b>Deputy Retail Manager</b>  |
| <b>ACCOUNTABLE TO:</b>  | <b>Retail Manager/Head of Retail/Retail Leadership Team</b>   |
| <b>RESPONSIBLE FOR:</b> | <b>Volunteers</b>   |
| <b>JOB PURPOSE:</b>     | <b>To fully support the Retail Manager in the day-to-day running of the shop ensuring efficient and effective management of staff, premises, and stock to provide a high-quality retail service. Deputising in their absence.</b> |

## **DUTIES AND RESPONSIBILITIES**

### **Commercial and Operational:**

1. Support the Manager in arrange of activities including, sorting and pricing of donated and new goods, stock control, merchandising and window dressing.
2. Assist the Manager in the effective completion of all paperwork related to the shop including banking and financial transactions in an accurate and timely manner.
3. Deliver Gift Aid sign ups and to achieve gift aid % target.
4. Assist in 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.
5. Ensure the shop environment is clean and welcoming and trading hours are strictly adhered to.
6. Assist the Manager with the recruitment/selection and development processes of staff and volunteers in line with Age UK Leicester Shire and Rutland's policies and procedures.
7. Create opportunities and introduce ideas and promotions to drive the shop forward in consultation with your line Manager.

### **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.
3. Ensure all shops are a safe place to work and at no times are the staff, volunteers or customers are put at risk of injury or harm.
4. Manage the maintenance issues in shops.

### **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.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. The management team are responsible for ensuring shops trade as required. Any sickness needs to be covered by the shop as does annual leave.
5. To undertake any other duties that may reasonably fall within the purview of the job.

### **Behaviours:**

1. Demonstrates role model behaviour at all times.
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.

**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: \_\_\_\_\_