



JOB DESCRIPTION

Job Title:	Charity Shop Assistant Manager
Responsible to:	Shop Manager and Head of Retail
Responsible for:	Shop Volunteers
Locations:	North Worcestershire

General Information:

Age UK North Worcestershire is an organisation creating a charity for the benefit of older people in North Worcestershire. We are a local independent non-profit organisation which is governed by Board of Trustees.

We pride ourselves in offering a local person-centred service to thousands of people in Bromsgrove, Redditch, Wyre Forest and Droitwich.

Our Mission Statement

We will deliver high quality services which improve independence and inclusion, either directly or in partnership, for all people over the age of 50 in North Worcestershire

Our Vision

We will work together, proactively in North Worcestershire, to make it a better place for all people to grow old.

Job Purpose and Role:

To assist the Shop Manager to ensure the efficient running of a Charity Shop, to enable Age UK North Worcestershire 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 North Worcestershire areas, particularly those on limited incomes. The shop will also pass on referrals to Age UK North Worcestershire offices on request.

Principle Responsibilities and Duties:

- To make day to day decisions on behalf of the Shop Manager if absent, to ensure the successful and safe trading operation of the shop.
- Ensuring the shop is open six or seven days (depending on area) 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 North Worcestershire Policies.
- Maximise sales by ensuring only high-quality stock is displayed, that goods are displayed in an attractive and presentable manner and take offs are removed daily.
- To work in line with current KPI's and have quarterly appraisals with Shop Manager to identify any further training needs.
- Ensure that all volunteers are trained in line with Gift Aid requirements, maximising every opportunity to engage customers to meet Gift Aid targets.
- Maintaining a pleasant and friendly atmosphere in the shop at all times, to encourage recruitment of new volunteers at every opportunity.
- 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 maximise profit.
- Minimise stock loss through effective management.
- To be responsible for daily takings and ensuring they are banked daily, with evidence recorded and stored as an audit trail in line with Age UK NW policies.

- To achieve weekly sales targets and control weekly shop expenses through effective cost control aligned to budgets. To recognise and implement opportunities for additional income.
- To maximise sales and ensure eBay targets are achieved by sourcing items weekly to send over to the eBay Hub. Identify items of value (over £15) wrap securely, pack and correctly fill out relevant paperwork.

Personal 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 high street retail
- A good knowledge of high street fashion trends.
- Good I.T skills and experience of Microsoft packages.

Desirable

- Experience of working in a charity shop

OTHER INFORMATION

- Age UK North Worcestershire is committed to equal opportunities, principles and practices.
- All staff, in their particular roles & working collaboratively, will be expected to pursue the aims and objectives of Age UK North Worcestershire set out in the overall strategic plan for the Organisation.
- All staff must work within the policies & guidelines adopted by the Organisation (see staff handbook)
- All staff will participate in the supervision & appraisal systems adopted by the Organisation.

THIS JOB DESCRIPTION IS INTENDED AS A SUMMARY OF THE MAIN DUTIES OF THE JOB HOLDER, WHO WILL FROM TIME TO TIME BE REQUIRED TO CARRY OUT OTHER ACTIVITIES NOT SPECIFIED IN THIS DOCUMENT.