

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Deputy Shop Manager
Reporting to (Job Title):	Shop Manager
Grade	£12.33 per hour – Band 3
Hours of Work:	Wk1 Mon, Fri and Sat Wk2 Mon, Wed and Fri Mon – Sat 9am-4.30pm
Place of Work:	Rushden – 90 High St, Rushden NN10 0PQ
Purpose of Role:	To support the Shop Manager achieve effective, efficient and profitable day to day operation, management and control of an Age UK Northamptonshire shop, by helping maintain and grow the quality of goods, services and professionalism. To help underpin the Age UK Northamptonshire shop as a centre to its community.
Main Tasks:	<p>To deputise for the Manager whenever required, such as holiday and absence utilising their initiative and stepping up in terms of responsibility.</p> <p>To ensure the highest standard of customer service and a great customer experience at all times. This includes that donors and donations are treated with respect and with gratitude.</p> <p>To help ensure that sales and profit are maximised. To support the achievement of shop targets as directed. To show innovation, flair and creativity with shop layout, merchandising.</p> <p>To help provide management cover across the Age UK Northamptonshire network of shops as required and directed.</p> <p>To help lead the team of volunteers effectively and positively, helping ensure that they are inducted and trained effectively.</p> <p>Maintain the good morale of volunteers, to ensure that good working relationships are maintained and that all volunteers are aware of the important role that they play in promoting Age UK Northamptonshire.</p> <p>To supervise volunteers and help to ensure that adequate cover is provided at all times. Liaise with manager and volunteer coordinator if there is a shortfall of volunteers.</p> <p>To help ensure that the shop has an efficient and effective system for Gift Aid, that they are trained in asking all customers in an appropriate way and following up in line with good practice.</p> <p>To help maintain accurate accounts, records and logs, and to perform any other administrative tasks in connection with the shop. To account for shop takings and other monies, banking, security and petty cash.</p> <p>To encourage the best quality of donated goods into the shop ensuring that they are sorted, priced and displayed to the best standards. To develop promotions, special events etc within the charity shop.</p>

	<p>To help maintain high standards of cleanliness and order on the premises and to ensure regular collection of refuse and rags so that stock levels are not excessive. To help ensure a safe environment for all who visit, buy from or work at the shop.</p> <p>To hold responsibility for the premises. To ensure that all regulations relating to Health and Safety, Trading Standards, Sale of Goods Act etc are complied with and to maintain good relations with statutory bodies</p> <p>To report any shop building or equipment maintenance problems to the Retail Development Manager as soon as possible and to help address the issues with appropriate guidance using resilience and local networks of support.</p> <p>To maximise Age UK Northamptonshire presence on all social media platforms by actively generating images for 'posts' in line with retail requirements and positively support ideas and suggestions.</p> <p>To encourage local support for Age UK Northamptonshire, working closely with internal and external fundraisers, attending fundraising events as required. To maintain an active awareness of competitor trading initiatives by other organisations and retailers in the shop location.</p> <p>To attend meetings and training sessions as directed by the Shop Manager. To undertake other duties or responsibilities, which are commensurate with the post, as required by the Shop Manager.</p> <p>The above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of consultation with the post holder.</p>
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Person Specification

Job Title: Shop Manager	Grade:	
Dept: Retail Services	Date: 29.01.2018	
CRITERIA	D/E*	Assessed by A/I/R **
Qualifications/Training Full Driving Licence Good general standard of education.	D E	A/I A/I
Experience An understanding of the retail charity sector Commercially aware with a sales or retail background Health and Safety knowledge Experience of working with volunteers. Knowledge of Gift Aid	D D D D D	A/I/R A/I/R A/I/R A/I/R A/I/R
Skills, Knowledge & Abilities Leading, training, and managing a team A strong understanding of, and enthusiasm for, high street retail and fashion Good understanding of retail business disciplines (including budgeting, customer service, cash handling, stock control, working to financial targets). Demonstrable ability to motivate, support and build strong relationships with volunteers and other staff. Good communication and interpersonal skills, able to inspire support and action from a diverse range of supporters. Exceptional organisational and time management skills Computer literate Good level of numeracy and literacy Able to forward plan, prioritise and organise workload Ability to fulfil the administration involved. Ability to work unsupervised	D E D D E E E E E E E E	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I
Other Energy and enthusiasm to succeed Commitment to customer care Awareness and appreciation of Equal Opportunities and other relevant legislation in respect to Charity shops Affinity to older people Entrepreneurial and driven by results. A team player with the ability to work independently and on own initiative.	E E D E D	I/R I/R I I I I/R

Punctual, reliable A level of fitness to suit the manual handling demands of the role	E	I/R
	E	I/R
Prepared By: Christopher Duff	Date: 24 May 2018	
Authorised By: Christopher Duff	Date: 24 May 2018	

A = Application Form I = Interview R = References