

## **JOB DESCRIPTION:**

<b>TITLE:</b>	<b>Assistant Shop Manager</b>
<b>EMPLOYED BY:</b>	<b>Age UK Waltham Forest</b>
<b>RESPONSIBLE TO:</b>	<b>Shop Manager</b>
<b>BASED AT:</b>	<b>857 High Road, Leyton, London E10 7AA</b>
<b>HOURS:</b>	<b>3 days per week – to be agreed with successful candidate</b>
<b>CONTRACT:</b>	<b>Fixed until October 2026. Possibility to extend depending and lease and successful turnover</b>
<b>SALARY:</b>	<b>£14.00 per hour</b>

As part of our continued growth and diversification of income streams, Age UK Waltham Forest has opened a new charity shop in Leyton.

The purpose of the Assistant Shop Manager is to support the Manager in the effective day-to-day running of the shop and hold responsibility for some of the aspects of the shop whilst the overall accountability remains with the Shop Manager. The Assistant Manager must have good customer service skills and the confidence to cover for the Shop Manager for short periods of time.

### **Key Responsibilities**

#### **Shop Operations & Management**

- Work collaboratively with the Shop Manager to achieve shop targets.
- Share responsibility with the Shop Manager to increase gift aid sign-ups and sales.
- Help ensure all financial processes are followed accurately and on time in accordance with Age UK Waltham Forest's financial policies.
- Assist in maximising shop opening hours and ensure smooth day-to-day operations in the absence of management.

#### **Team Leadership & Volunteer Support**

- Support the Shop Manager in the recruitment, onboarding, and development of a diverse volunteer team.
- Help to motivate and manage volunteers
- Maintain strong communication within the team and uphold Age UK Waltham Forest's values, including a commitment to safeguarding practices.
- Promote a safe, healthy workplace by ensuring all team members understand and follow health and safety procedures.

#### **Retail & Stock Operations**

- Work with the Shop Manager, volunteers, and area teams to source sufficient stock locally.
- Ensure all donated items meet quality and safety standards set by Age UK Waltham Forest.
- Collaborate with the Shop Manager to uphold high standards in merchandising, cleanliness, and display of goods.

- Ensure a culture of excellent customer service among all shop staff and volunteers.

**General Expectations**

- Attend meetings and training sessions
- Demonstrate energy, adaptability, and a proactive approach in a fast-changing environment.
- Build positive relationships with both customers and volunteers through effective communication and interpersonal skills.
- Be flexible with working hours, including occasional evening and weekend shifts (with time off in lieu provided).
- Take part in relevant training and personal development opportunities.
- Use IT tools confidently for self-servicing tasks.
- Carry out other duties relevant to the role as requested.

## Person Specification

<b>Qualifications, experience and knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Ability to work as part of a team	Y	
Commitment and Reliability	Y	
Ability to demonstrate good customer care practices	Y	
Experience and competence in using IT systems	Y	
The knowledge of the importance to respect and maintain client confidentiality in line with Age UK WF policy.	Y	
Experience in Safeguarding		Y
Knowledge of transactions, payment handling, banking		Y
Knowledge of Product Pricing		Y
Experience of Working in a charity shop		Y
Retail fashion experience		Y
Experience in dealing with the general public	Y	

## Skills and abilities

Multi-lingual in particular community languages spoken in Waltham Forest		Y
Basic literacy and numeracy skills and ability to assimilate information by reading and listening	Y	
Good IT skills	Y	
Good problem and analytical skills	Y	
A methodical and orderly approach	Y	
Excellent interpersonal skills including verbal and written communication.	Y	
To have an open-minded , non-judgmental approach when receiving customers and dealing with their concerns	Y	
Able to maintain good working relationships and actively contribute to team development.	Y	
Competence in using information technology including various software applications.	Y	
Able to work independently and manage own workload on a day to day basis and make efficient use of time and resources.	Y	
Well organised, methodical and able to prioritise work load.	Y	
To maintain acceptable standard of window and internal display/stock presentation	Y	
Willingness to learn and enhance knowledge and skills and to attend training courses when requested.	Y	
Ability to move and handle donated or delivered goods	Y	
Able to work flexibly.	Y	

## Equal opportunities

Understanding of diversity and commitment to equal opportunities.	Y	
Ability to deal with equalities issues in the workplace.	Y	
Accepts accountability for behaviour, successes and failures	Y	
A willingness to undergo a DBS check	Y	
Demonstrates integrity in dealing with others.	Y	