Westminster age UK

Job Pack

Part-Time Assistant Shop Manager

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Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

Information & Advice Team
Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

Cost of Living Advice
This involves supporting clients to maximise their income. The advisor assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

Information and Advice Global majorities
Age UK Westminster received funding from Westminster City Council to deliver information and advice to clients from Global communities. The focus is within Arabic, Somali and Bengali communities. Our advisers and volunteers support Westminster residents aged 50+ to increase and manage their income, including take up of pension credit, Housing benefit, and Council tax support.

Information and Advice Financial Resilience Project
Our Information and Advice Financial Resilience Project aim to improve the financial wellbeing, resilience, and independence of Westminster residents experiencing financial hardship or at risk of crisis, with a particular focus on residents aged 50+ and other vulnerable adults.

Information & Advice Energy Project
Age UK Westminster is working with EDF energy to increase older Westminster residents income through welfare benefit checks and income maximisation. The project improves access to support services and reduces barriers to assistance.

Befriending
This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

General & Older Volunteering
This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

Digital Inclusion
This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

CNWL Digital Inclusion
Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.

Maintenance Cognitive Stimulation Therapy (MCST)
Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

The Heart of Westminster Memory Cafe
The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

Exercise at home
Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

Fit4Life
Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of their own home.

Activities
Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

How to apply

Please email your CV with a supporting letter (showing how you meet the person specification) to enquiries@ageukwestminster.org.uk

What we offer

- Flexible and hybrid working
- Training and development
- Basic Health Plan
- Blue Light Discount Card
- 7% pension contribution
- 28 days annual leave (plus bank holidays) rising to 30 days after five years of service (pro-rata for part time staff)
- London Living Wage employer

Closing date for applications: Friday, 30 October 2026 at noon. Applications will be reviewed on a rolling basis, and interviews may be conducted before the closing date. We reserve the right to close the vacancy early should a suitable candidate be appointed.

The Role: Part-Time Assistant Shop Manager

Salary: £14.80 Per Hour / £10,774.40, plus 7% Contributory Pension, Basic Health Plan, Blue Light Discount Card

Hours: 2 days (14 Hours) – Monday – Saturday

Responsible to: Shop Manager

Based at: Age UK Westminster Charity Shop, 522 Harrow Road, London W9 3QF

Annual Leave: 5.6 Weeks FTE

Contract: Permanent

Start Date: As soon as possible

Job Purpose
To support the Shop Manager in the effective day-to-day running of the charity shop, maximising income and maintaining excellent standards of customer service, stock presentation and operational efficiency. The Assistant Shop Manager will support volunteers and donors and, when the Shop Manager is absent, will independently run the shop, including supervising volunteers, overseeing daily takings and ensuring safe and effective operations in accordance with agreed procedures.

1. Sales and Income Generation
- Support agreed sales and income targets through effective pricing, merchandising and promotions.
- Identify opportunities to increase donations, customer engagement and sales.
- Support online sales through eBay and other appropriate channels.
- Monitor sales trends and deliver excellent customer service.

2. Shop Operations and Cash Handling
- Support daily shop operations and open and close the premises when required.
- Independently manage the shop during the Shop Manager's absence, making day-to-day operational decisions within delegated authority.
- Supervise volunteers and coordinate their duties and breaks when managing the shop.

- Operate the till, process cash and card payments, reconcile daily takings, maintain accurate records and arrange banking in line with financial controls.
- Maintain a clean, welcoming, organised and well-presented retail environment.

3. Donations, Stock and Merchandising

- Receive, sort, assess, price and display donated goods, thanking donors appropriately.
- Maintain attractive displays, rotate stock and replenish shop-floor items.
- Identify potentially valuable goods for specialist assessment or online sale.
- Monitor stock levels and arrange responsible disposal or recycling of unsaleable items.

4. Volunteer Support

- Help recruit, induct, train, support and motivate shop volunteers.
- Allocate tasks, support rotas and encourage an inclusive, respectful team culture.
- Provide guidance and escalate staffing or performance concerns to the Shop Manager.

5. Customer Service and Community Engagement

- Build positive relationships with customers, donors, local businesses and neighbouring retailers.
- Respond professionally to queries, complaints and feedback.
- Promote Age UK Westminster's services and signpost enquiries to appropriate colleagues.

6. Health, Safety and Security

- Follow health and safety, fire safety, manual handling and security procedures.
- Report hazards, accidents, maintenance issues and safeguarding concerns promptly.
- Protect cash, stock, keys, premises and confidential information in accordance with policies.

7. Administration and Other Duties

- Maintain accurate sales, donation and operational records.
- Keep in regular contact with the Shop Manager, CEO and head office.
- Carry out other reasonable duties appropriate to the role and support the charity's aims.

Person Specification

Essential

- Retail, charity shop or customer-facing experience and strong customer service skills.
- Ability to work independently, organise priorities and take responsibility for a shop shift.
- Confidence with tills, cash handling and basic record-keeping.
- Ability to supervise, encourage and work effectively with volunteers.
- Good communication, reliability, flexibility and basic IT skills.
- Commitment to Age UK Westminster's values, equality, diversity and inclusion.

Desirable

- Previous retail supervisory or assistant management experience.
- Experience of charity retail, Gift Aid, stock merchandising or online selling.
- Experience recruiting, training or coordinating volunteers.

Working Arrangements and General Requirements

This is a part-time, shop-based role. Flexibility may be required, including Saturday working and cover during the Shop Manager's absence, subject to agreed working arrangements.

The postholder must follow Age UK Westminster's safeguarding, confidentiality, data protection and other organisational policies. This description may be reviewed in consultation with the postholder as organisational needs evolve.