

## JOB DESCRIPTION

<b>Job Title</b>	<b>Assistant Shop Manager</b>
<b>Reports to</b>	<b>Shop Manager</b>
<b>Responsible for</b>	<b>Volunteers when on duty and in the absence of the Shop Manager.</b>
<b>Salary</b>	A voluntary pension scheme is also available for the post holder to sign up to on successful completion of the probationary period.
<b>Hours</b>	<b>Variable</b> Plus a willingness to step up to full time to cover staff holidays and flexibility to work extra days as and when needed. Weekly working hours to be agreed with Shop Manager and Head of Retail on appointment.
<b>Holiday entitlement</b>	<b>28 days per year (pro rata).</b>
<b>Probationary period</b>	<b>1 Month</b>

## JOB PURPOSE:

- To support the shop manager in managing the day-to-day retail activities of the shop ensuring that it is both attractive and welcoming at all times.
- To support and, in the absence of the Shop Manager, supervise the activities of the volunteers on duty, including ensuring that all relevant policies, procedures and legislation is complied with at all times.
- To liaise with the general public, local traders, and any other relevant party in a manner likely to enhance and further the work and reputation of Age UK Wyvern.

## DUTIES

### Retail

- To ensure that the shop window displays are at all times attractive to customers; to update them regularly to prevent them looking 'tired' and predictable.
- To arrange the internal displays in a manner that show the goods in their best light, and which is easily and safely navigable by the public.
- To keep the inside of the shop clean and tidy at all times.
- To accept and process all donations in accordance with relevant policies and procedures e.g. to price all items in line with the agreed pricing structure.
- To undertake all general duties within the shop as directed by the Shop Manager.

- To ensure all customers receive excellent customer service at all times from all staff and volunteers.
- To deal with all customer service issues, e.g. queries and complaints, which may arise when on duty. To follow any relevant procedures thereafter.
- To maintain accurate and timely records of all activities as directed by the Shop Manager.

### **Management of Staff and Volunteers**

- To assist in the recruitment of suitably competent and enthusiastic volunteers to the shop and / or Age UK Wyvern in line with established policies and procedures.

### **Financial**

- To maintain accurate records of all business transactions using systems in place.

### **Policies and Procedures**

- To comply with all policies, procedures and risk assessments relating to the shop; to ensure that all volunteers under your supervision do the same.

### **External Relationships**

- To help develop good working relationships with colleagues in other shops in the Age UK network and in particular the Age UK Wyvern.
- To promote the work of Age UK Wyvern through the course of daily retail activities. To provide an information point within the shop relating to Age UK and in particular the activities and services offered by Age UK Wyvern.
- To act as an ambassador for the work of Age UK Wyvern and help develop the public profile of the charity through interactions with the public and marketing strategies for the shop.
- To develop and maintain sound professional relationships with other local traders.

### **Other**

- To regularly attend supervision meetings with the Shop Manager.
- To undertake all mandatory training courses and any others identified in supervision or arising out of incidents or occurrences in the workplace.
- To undergo a Disclosure and Barring Service (DBS) check.
- To undertake any other duties as may be required by the Shop Manager/Retail Operations Manager/Board of Trustees and commensurate with the grading of the post.

## PERSON SPECIFICATION

Job Title: Assistant Shop Manager  
Reports to: Shop Manager / Head of Retail

The post holder needs to be able to demonstrate relevant knowledge and experience in the areas detailed below. When completing your application please ensure that you have covered each of the areas in the 'Essential' column and any that apply in the 'Desirable' column, citing examples from your career or private life to illustrate your claims.

(A) Indicates it will be assessed via the application form.

(I) Indicates it will be assessed at interview.

	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> <li>Good standard of general education including GCSE (or equivalent) Maths and English. (A)</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of training in the retail sector e.g. delivering excellent customer service. (A&amp;I)</li> </ul>
Experience, Knowledge, Skills, and Abilities	<ul style="list-style-type: none"> <li>Experience of working within the retail sector or similar. (A&amp;I)</li> <li>Strong interpersonal and communication skills and demonstrable experience of forging and maintaining effective professional relationships with a wide range of people. (A&amp;I)</li> <li>Demonstrable commitment to delivering excellent customer service. (A&amp;I)</li> <li>Competent and confident in the use of IT systems and applications. (A&amp;I)</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within the charity retail sector. (A)</li> <li>Knowledge and experience of using quality systems. (A&amp;I)</li> <li>Knowledge and an understanding of the voluntary sector. (A&amp;I)</li> <li>Experience of using financial management systems. (A&amp;I)</li> <li>Proven track record of achieving or exceeding sales targets. (A&amp;I)</li> <li>Working knowledge of legislation relevant to charity retail outlets e.g. Health and Safety. (A&amp;I)</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>A flexible approach to work and a willingness to adapt to shifting priorities. (A&amp;I)</li> <li>Ability to respond to challenging situations in a calm and reasoned manner. (A&amp;I)</li> <li>Personable. (I)</li> </ul>	
Other	<ul style="list-style-type: none"> <li>An understanding of and respect for the charity's values. (A&amp;I)</li> </ul>	Full clean driving licence, access to your own transport and a willingness to use it for business travel. (A)