



Marie Curie Job Description

Job title:	Assistant Manager
Department	Retail
Location	Harborne
Reports to:	Area Retail Manager
Accountable To:	Retail District Manager

Job Purpose/Summary

This role works under the direction of the Retail Manager to make a significant contribution to achieving targets and assisting in creating an inviting shop. The role supports the Retail Manager in ensuring that the shop team work together to encourage sales and provide excellent customer service.

Key relationships

- Customers / Donors
- Retail Manager
- Retail Volunteers
- Retail Area Manager
- Retail District Manager
- Retail Team (Swindon)
- Employed Van Driver
- Self Employed Collector
- Recycling Merchant staff

Accountabilities (Duties & Responsibilities)

Sales & Stock Generation

- Support the Retail Manager in maximising sales by maintaining high standards of display and layout in the shop, ensuring that stock density is maintained, regular rotation of stock is carried out, and that maximum realistic prices are obtained on donated items.
- Support the Retail Manager in the pro-active generation of donated stock, managing donated goods efficiently and effectively, and minimising any stock loss.
- Process donated stock to the agreed standards, volumes and timescales
- Ensure that stock is priced according to Charity guidelines
- Support the Retail Manager in ensuring that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities
- Maximise gift aid income from donated goods

- Ensure that Bought in goods (BIG) are displayed and administered according to charity guidelines and minimise stock loss.
- Deal with customers and donors on all levels, and ensuring that excellent customer service is provided at all times.
- Support the Retail Manager in ensuring the appropriate standards of cleanliness are maintained throughout the shop including the sales floor, stock processing area, offices and communal areas

Management of Staff and Volunteers

- Be a supportive team player, working cohesively with staff, volunteers and donors.
- Assist the Retail Manager with regard to recruiting and managing volunteers, including drafting and maintaining volunteer rotas where appropriate.
- Support the Retail Manager in ensuring that those colleagues working in the shop are aware of and follow Marie Curie shop procedures and guidelines.
- Ensure that Health and Safety procedures are adhered to.
- To promote the overall harmony of the shop team, ensuring that everyone involved is kept informed of relevant information and developments including those concerning the work of Marie Curie.

Administration

- Ensure all relevant administration, including cash handling and daily banking is completed within the agreed timescales

Other

- In the absence of the Retail Manager, be responsible for the effective running of the shop

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in any Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours.
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder



Marie Curie Person Specification

Job title: Assistant Manager

Criteria	Essential	Desirable	How assessed
Skills / Abilities	Ability to communicate with tact and discretion Good organisational skills Ability to prioritise workload, balancing competing demands Ability to make decisions within agreed parameters Ability to interact professionally with all members of the public	Experience of managing a gift aid system for donated goods Experience of recruiting and working with groups of volunteers Ability to motivate and influence others Ability to work to targets	
Knowledge	Awareness of health and safety legislation		
Qualifications, training and education	Good general level of education, at least to GCSE standard or equivalent		
Experience	Retail supervisory / management experience preferably in fashion / clothing Experience of cash handling and financial management procedures (including completion of sales records)	Charity retail management experience Retailing/ merchandising and display Experience of managing volunteers	
Other requirements	Willing and able to work at other Marie Curie shops if required Willing to work to a flexible rota		

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities



Care and support
through terminal illness

Marie Curie Terms and conditions

Job title	Assistant Manager
Salary scale	MC Shops Pay Scale Band 2
Annual leave entitlement	31 days (including 8 bank holidays) - pro-rata to hours worked per week.
Notice period	One Month (after first six months service)
Working hours	21 hours per week
Disclosure Check	None

Other benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems