Assistant Shop Manager

Shops

Area Manager

Accountable To: Regional Manager

Job Purpose/Summary

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

Key relationships

Customers / Donors
Shop Manager
Shop Volunteers
Area Manager
Regional Manager
Shops Team (Swindon)
Employed Van Driver
Self Employed Collector
Recycling Merchant staff

Accountabilities (Duties & Responsibilities)

Sales & Stock Generation

- Support the Shop 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 Shop 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 shop 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 Shop 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 Shop Manager with regard to recruiting and managing volunteers, including drafting and maintaining volunteer rotas where appropriate.
- Support the Shop 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 Shop 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 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, 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 Shop Manager

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Ability to communicate with tact and discretion</td>
<td>Experience of managing a gift aid system for donated goods</td>
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<td>Good organisational skills</td>
<td>Experience of recruiting and working with groups of volunteers</td>
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<td>Ability to prioritise workload, balancing competing demands</td>
<td>Ability to motivate and influence others</td>
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<td>Ability to make decisions within agreed parameters</td>
<td>Ability to work to targets</td>
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<td>Ability to interact professionally with all members of the public</td>
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<th>Knowledge</th>
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<tr>
<td>Awareness of health and safety legislation</td>
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<th>Qualifications, training and education</th>
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<tr>
<td>Good general level of education, at least to GCSE standard or equivalent</td>
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<th>Experience</th>
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<tr>
<td>Retail supervisory / management experience preferably in fashion / clothing</td>
<td>Charity retail management experience</td>
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<td>Experience of cash handling and financial management procedures</td>
<td>Retailing/ merchandising and display</td>
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<td>(including completion of sales records)</td>
<td>Experience of managing volunteers</td>
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<th>Other requirements</th>
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<td>Willing and able to work at other Marie Curie shops if required</td>
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<td>Willing to work to a flexible rota</td>
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Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities.
Assistant Shop Manager

Band 2

£7.26 per hour

Annual leave entitlement 23 day (plus bank holidays) - pro-rata to hours worked per week.

1 Month

Working hours Part-time

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

Due to administration costs borne by the charity, we regret that only short-listed candidates will be contacted. If you have not heard from us within four weeks of the below closing date, please assume that your application has been unsuccessful.