



Job Description & Person Specification

Job Title	Grade/Salary
Assistant Charity Shop Manager	NMW
Accountable to	Responsible for
Deputy Head of Retail	

Job Description

Job Purpose and Role

The Assistant Charity Shop Manager assists the Shop Manager to secure the target budget sales income contribution from the Teesside Hospice Charity Shop and to take the lead in the Shop Managers absence.

Assist with the development of a sales team through effective management, motivation and leadership of staff and volunteers. To exceed customer expectations by delivering high quality customer service. To adhere to all Teesside Hospice policies and procedures. To work closely with the Charity Shop Manager, Retail Administration team and Cluster Area Manager (Deputy Head of Retail) to ensure the effective day to day running of the business. To contribute to the further development of the charity shops department. To adhere to all Teesside Hospice policies and procedures.

This is a pivotal role in ensuring Charity Shop operational excellence is achieved and maintained.

The Charity Shop Assistant Manager has a responsibility to actively contribute to Teesside Hospices published ambitions for the future and strategic objectives.

Main Duties and key result areas

- Assist the Shop Manager in achieving the shop income and expenditure budgets and to generate maximum profits through the effective management of the shop.
- Lead the shops sales team to maximise sales profits by setting and maintaining standards of merchandising, stock control and customer care.
- Ensure that all sales targets and results are communicated and that all volunteers are aware of, understand and are working to meet/exceed the agreed targets.
- Ensure maximum stock availability through effective control of stock flow into the shop. To ensure the maximum price point for all stock items and to present the highest standard of shop merchandising and visual layout. To ensure stock is aligned to seasons and window display is themed. Continually review rotation, quality and replenishment of stock to maximise sales.
- Present and maintain the agreed quality standards required to ensure the effective operation of the shop including compliance with Trading Standards regulations.
- Provide direction and support to volunteers to actively promote Gift Aid in order to maximise contributions from donations.
- Proactively recruit volunteers, effectively plan volunteer cover and train volunteers in areas related to business needs to realise their full potential and contribution to the shop performance.
- Provide regular performance feedback to the Cluster Manager. Deputy Head of Retail
- Monitor and control variable costs i.e. petty cash and POS in accordance with set targets to maximise the profitability of the shop.
- Prepare and complete all shop administration inclusive of cash handling and banking to the highest standard, accurately and on time, always adhering to Company Policies and procedures.
- Ensure all security and Health and safety policies and procedures are adhered to in order to provide a safe and secure shop environment for staff and customers.
- Provide regular and relevant training for staff/ volunteers in Health and Safety maintaining legal compliance at all times.
- Plan and organise daily workload throughout the shop in a way that ensures efficient customer service and a profitable operation.
- Ensure all company policies, shop standards and operating procedures are communicated effectively to staff/volunteers and maintained and followed through in a consistent manner.
- Actively participate in two way communication sharing and exchanging relevant and appropriate information with the Cluster Area Manager Head of Retail and Supporter care team and office personnel.
- Working in partnership with other departments to promote all aspects of the work of the Hospice.
- Communicate Teesside Hospice services to the shop team and the local community.
- Participate in annual one to one reviews with the Shop Manager.
- As Assistant Shop Manager you may be asked to work in other shops or other duties as required.

All employees are expected to:

- Live the Hospice’s values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.

Delivering to our Values

Accountable

- *Lead by example ensuring compliance of the Code of Conduct.*
- *Able to justify your actions or decisions*
- *Take personal responsibility for your actions*

Trustworthy

- *Able to be relied on as honest and truthful*
- *Be authentic and transparent at all times*
- *Respond to the needs of the business and deliver what is expected*
- *Maintain a professional image at all times.*

Integrity

- *Have a strong personal sense of integrity*
- *Work effectively and do the right thing*
- *Behave consistently in line with personal and hospice values*

Ethical

- *Adhere to professional and clinical standards*
- *Maintain appropriate boundaries and relationships*
- *Avoid actions that could cause harm either directly or indirectly*
- *Ability to challenge unethical behaviour*

Compassionate

- *Use kind language and behaviour*
- *Feel/Show sympathy and concern for others who need our support and help*

Skilled

- *Seek opportunities to learn*
- *Ensure the support and services we offer are effective*
- *Update knowledge and skills, in line with legislative changes*

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Department.

Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent people skills and the ability to form and maintain relationships with customers, volunteers and colleagues	E
	Ability to manage a team	E
	Excellent communication skills	E
	Ability to plan ahead	E
	Evidence of excellent customer service skills	E
Knowledge & Experience	Retail experience	E
	A good understanding of data protection and confidentiality	E
	Cash handling and electronic till experience	E
	General administration skills	D
	Knowledge of Health & Safety	D
	Experience of using social networking	D
Education & Qualifications	Good standard of education/literacy/numeracy	E
	NVQ in Retail Customer Service	D
Personal Attributes/ Key skills	Ability to work as part of a team	E
	Ability to remain calm and professional at all times	E
	Ability to work with minimal supervision, taking responsibility for your own work.	E
	Flexible and positive attitude to all aspects of work.	E
	Target driven	E
Other	An understanding of, and empathy for, the work of Teesside Hospice	D
	An understanding of the work of charity shops	D
	Experience of working with volunteers	D