

## **JOB DESCRIPTION**

Job Title:	Assistant Shop Manager
Location:	South Molton
Reports to:	Shop Manager
Salary:	£13,870 pro rata
Hours:	22.5 hours pw
Holiday:	247.5 hours pa pro rata inc bank holidays (full time equivalent)

## **SUMMARY**

The job requires excellent inter-personal skills, in order to maximise fundraising opportunities through the efficient operation of the Trust's shops.

The duties of this role holder are to cover for the shop manager in their absence and to work under their direction to ensure the effective management of the shop and its volunteers.

## **RESPONSIBILITIES & DUTIES**

### **1. Shop Management**

- 1.1. Develop and assist in the management of the Trust's charity shop
- 1.2. Ensure health and safety procedures are carried out within the shop
- 1.3. Report to the shop manager on a regular basis to review the performance of the shop
- 1.4. Work with the shop manager to oversee stock sorting, presentation and rotation
- 1.5. Offer support and guidance to volunteers in manager's absence
- 1.6. Work with the shop manager to ensure that unsaleable items are sorted and prepare for recycling or waste.

### **2. Reporting**

- 2.1. Accurately complete weekly return in manager's absence

### **3. Customer Service**

- 3.1. Ensure customers are treated with respect and a friendly but professional manner
- 3.2. Take in donations and promote Gift Aid registration to new donors
- 3.3. Model the Trust's standard for excellent customer service to all volunteers and provide feedback/training with shop manager required.

## **PERSON SPECIFICATION**

<b>ITEM</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS /SKILLS</b>	<ul style="list-style-type: none"><li>• Basic information technology skills sufficient to use Outlook and carry out administrative tasks</li></ul>	
<b>SPECIAL SKILLS</b>	<ul style="list-style-type: none"><li>• Able to work unsupervised and act on own initiative</li></ul>	
<b>WORK EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Retail experience</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in charity sector</li></ul>
<b>SPECIAL FACTORS RELEVANT TO THE POST</b>	<ul style="list-style-type: none"><li>• This post will involve lifting and carrying so candidates need to be physically fit and willing to undertake training</li><li>• A willingness to undertake statutory</li></ul>	

	training and any professional development as deemed appropriate by the Trust	
<b>COMPETENCIES</b>	Problem Solving; Team Working; Taking Responsibility; Communication; Customer Service; Initiative/Resourcefulness	

This job description is not intended to be an exclusive indication of the duties the post holder may undertake and will be subject to review. All employees will be expected to carry out any duties reasonably required of them by the Trust.