

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE - Multi-Site Assistant Shop Manager

REPORTS TO – Shop Manager

RESPONSIBLE FOR – Shop Volunteers

PURPOSE OF ROLE

To maximise shop sales and profits. In the Shop Manager's absence assume full responsibility for all aspects of the shop. To be an ambassador for Demelza Hospice Care for Children, supporting and endorsing the cultural aims of the charity.

KEY RESPONSIBILITIES

Sales and Profit:

- Assist in achieving agreed sales targets and maximise profit through effective cost control
- Implement all directives from Head Office /Trading
- Ensure that a standard of excellence is maintained at all times with regard to customer service and supporter care
- Assist the Shop Manager in generating additional income

Stock Management (Donated and Bought in Goods):

- Assist in generating quality donated goods
- Ensure the quality of stock on the shop floor is the required standard
- Achieve daily processing targets to maintain shop density levels whilst complying with the pricing guidelines
- Support the manager in the implementation of effective processing systems, within the stockroom to support the needs of the sales floor
- Minimise stock loss of Bought in Goods by supporting the Shop Manager with the control of administration procedures, including stocktakes.

Shop Standards:

- Responsible for maintaining high standards of merchandising and display in windows and in-store, complying with Demelza guidelines
- Ensure that high levels of cleanliness are consistently maintained at all times in all areas of the shop

Resources – Paid Staff and Volunteers:

- Assume the day to day management of paid staff and volunteers in the absence of the Shop Manager across both sites.
- Support the Shop Manger in training the paid staff and volunteers in both shops.
- Support the Shop Manager with the recruitment and retention of volunteers
- Ensure that all staff and volunteers comply with Demelza's policies and procedures
- In the Shop Managers absence, ensure that the shops are adequately staffed at all times, including lunch breaks, days off and holidays, in order to maintain levels of service

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- In the Shop Managers absence to ensure that the instructions and information from Trading and other directorates are communicated to staff and volunteers using appropriate communication tools

Administration:

- Comply with all Demelza financial and administration procedures as detailed in the Shop Manual and directives and support the completion of these within the agreed timescales
- To maintain and action all administration paperwork in the absence of the manager

Security and Health and Safety:

- Ensure satisfactory health and safety compliance procedures for self and shop team at all times and in the Shop Managers absence
- Ensure all Demelza Health and Safety, information and security procedures and policies are correctly followed at all times
- Act as a Keyholder for the building in the absence of the manager

Working with Others:

- Be willing to work additional hours and to perform other additional duties as and when required by the business, supporting other stores maybe required
- Travel to meetings and training sessions as and when required
- Assist in building and developing positive internal and external relationships to ensure maximum income for the charity

PERSON SPECIFICATION

Essential

- Commercially aware
- An understanding of High Street Retail Fashion
- Experience of working with a diverse group of people
- Previous experience in a customer facing environment
- Experience of working with Sales and Profit targets
- Experience of using computers for business purposes
- Able to work across two sites per day.

Desirable

- Demonstrate good interpersonal skills
- Flexible attitude and adaptable to change
- Able to work on their own initiative
- Able to work under pressure
- Good time management and prioritisation skills
- Ability to effectively organise and plan
- Good written and numeric skills
- Will relish the challenge and be resourceful within the local community

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The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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