

**Purpose of the Role:**

To assist the Shop Manager in the dynamic and efficient management of volunteer staff, premises, and stock. The role is crucial in maximizing sales, achieving performance targets, and ensuring outstanding customer service that drives repeat business. You will also ensure compliance with all security, health, and safety standards, stepping in to lead the shop in the manager's absence.

**Key Responsibilities:****Sales:**

- Collaborate with the Shop Manager to meet and exceed income and profit targets by optimizing sales strategies, minimizing operational costs, and continually seeking innovative ways to enhance business performance.

**Premises:**

- Maintain a clean, organized, and visually appealing shop environment, ensuring that the customer's first impression is consistently positive.
- Extend this standard of cleanliness and orderliness to all areas, including the sorting room.
- Ensure compliance with all statutory obligations, with a proactive approach to health and safety standards.

**Stock Management:**

- Support the generation of a consistent supply of high-quality stock donations.
- Oversee the sorting, pricing and preparation of items for sale, ensuring efficient stock rotation in line with retail policies.
- Promptly manage unwanted donations, maximizing revenue from these items through effective disposal methods.

**Staff Management:**

- Assist in the recruitment, training, and development of a motivated volunteer team to ensure smooth store operations.
- Ensure the shop is adequately staffed at all times, delivering exceptional customer service and creating a welcoming atmosphere for our customers.
- Identify and nurture key volunteers to deputize effectively for the Shop Manager or Assistant Shop Manager when needed.

**Administration & Security:**

- Support the Shop Manager in adhering to all administrative and financial procedures, including cash handling, banking, weekly returns, and volunteer records.
- Uphold security protocols rigorously, reporting any incidents to the appropriate authorities without delay.

**Team Collaboration:**

- Actively participate in regular supervision sessions, team meetings, and staff development activities.
- Attend relevant training and contribute to skill-sharing initiatives within the team.
- Build effective working relationships with Julian House staff and external agencies when necessary.

**General Duties:**

- Operate in line with Julian House's equal opportunities policy and all other organizational policies.
- Maintain personal safety and contribute to the safety of others, ensuring compliance with Health and Safety legislation.
- Perform additional duties as required, aligned with the overall responsibilities of the role.

This role is ideal for a proactive, organized, and customer-focused individual with great stamina levels who thrives in a team-oriented environment and is committed to contributing to the success of our retail operation.