JOB DESCRIPTION

JOB INFORMATION

Job Title	**Assistant Shop Manager**
Department	**Havens Hospices Trading**
Reporting to	**Shop Manager**
Location	**Canvey Island**

PURPOSE OF ROLE

To assist the Shop Manager, ensuring an efficient and effective management of volunteers and to maximise the efficiency and profitability of the shop.

To play a part in achieving the organisation's mission by supporting the care services, both with direct financial support and by encouraging a profile in the community.

MAIN DUTIES AND RESPONSIBILITIES

The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.

Operations

- Take full responsibility for managing the shop in the Shop Managers absence.
- To propose action to the Shop Manager for improvements in operations.
- To maintain an awareness of developments in local shops, especially in the Charity / low cost sector, updating the Shop Manager as required.
- To maintain an awareness of the work of Havens Hospices and relevant local or national issues through press, media and local views.
- To maintain and develop good channels of communication with colleagues in other Havens Hospices Shops, local communities and organisations.
- To provide cover for other Assistant Shop Managers from time to time in other stores, as required by your Area Manager. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.

Income/Sales

- To ensure the shop meets sales targets set in collaboration with the Shop Manager.
- To actively promote Gift Aid, sign up donors and achieve performance targets.
- To initiate and assist with marketing campaigns and sales promotions to increase sales.
- To ensure the shop is competing effectively with local competitors.

Judgement & Decision Making

- To decide, with assistance from the Shop Manager, what prices to charge for individual items to maximise both turnover and income.
- To ensure that all activities are carried out in harmony with Havens Hospices mission

and values and within the spirit of it's equal opportunities policy.

Premises

- In the Shop Managers absence, hold shop keys, opening and closing the premises for trading hours, ensuring that the hours are strictly adhered to, and responding to emergency call out if, and when necessary.
- Ensure the shop is kept clean and tidy and goods are displayed in an attractive and presentable manner.
- To ensure the security of Shop takings.
- To provide the best circumstances for the personal security of staff and volunteers.
- To ensure that security procedures are understood and implemented by all staff and volunteers.
- Ensure that all statutory responsibilities are met, including Fire and Health & Safety regulations.
- To inform your Shop Manager of necessary repairs and maintenance.

Stock Management

- To assist the Shop Manager to supervise and maximise the efficiency of the collection system.
- To assist the Shop Manager in ensuring the highest possible resale value of donated stock.
- Accept, sort, price and display goods for sale to maximise income within agreed guidelines.
- To ensure that all goods sold comply with safety and other legislative requirements.
- Identify and arrange for a valuation of goods that night be valuable ensuring Area managers awareness.
- To apply company display, merchandising and window dressing standards.
- To control stock density and rotation.
- To assist the Shop Manager in initiating local stock and sales promotions.

Staff Responsibility

- To assist the Shop Managers to lead and develop the staff and volunteers in your shop, encouraging effective communication, setting objectives and helping to foster a positive team spirit through regular team meetings.
- To assist the Shop Manager to recruit, train, support and coordinate the work of the staff and volunteers in accordance with Havens Hospices policies and procedures.
- To be responsible for the day to day health & safety and welfare of staff, including yourself, volunteers, visitors and customers.
- To assist the Shop Manager in order to ensure that staff and volunteers are adequately trained to enable them to fulfil their duties effectively.

Public Relations

- Identify local publicity opportunities with the Shop Manager to take advantage of those opportunities.
- Collaborate with the Shop Manager to organise special events and / or promotions.
- Publicise the shop, enhance the image of Havens Hospices through a professional and high quality service.
- Maintain good relations with the public.

Administration

- To complete daily / weekly sales returns.
- To apply Trading Standards Regulations in the shop.
- To apply cash & control procedures.

- To control and requisition shop supplies.
- To process post.
- To bank takings using agreed banking procedures.
- Ensure the security of stock and cash on the premises and report any shortfalls to the Shop Manager.

Health & Safety

- Ensure that all staff and volunteers adopt a safe working practice in accordance with Havens Hospices Health & Safety policy.
- Ensure that all incidents and injuries are recorded and reported to the Trading Support Co-ordinator in accordance with RIDDOR.
- Work with the Shop Manager to ensure any Health & Safety issues are resolved quickly and effectively.

Team / Organisational Work

- To foster a 'can do' culture by actively seeking solutions to problems
- To foster a good working relationship with all Trustees, Executive and department staff with whom the job interacts.
- To be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed
- To attend staff meetings as required.

Personal Development

- To participate in annual appraisals.
- To identify own on-going educational needs and discuss with the Director to achieve those development needs.
- To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period.
- To always conduct yourself in a professional manner.
- To carry out all aspects of your role positively and with enthusiasm.

Expected Behaviour (Competencies)

Core Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Working With Others	x				
Planning and Analysis	x				
Managing Change	x				
Customer Focus	x				
Communication, Drive & Impact	x				

Copy of Job Description Issued to Current Job Holder

I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.

Name	**Date**

Havens Hospices

PERSONAL SPECIFICATION			ASSESMENT METHOD		
Requirements	**Essential**	**Desirable**	**Application**	**Interview**	**Test**
Qualifications and Experience	3 years experience in a retail environment		X	X	
	GCSE level or equivalent in Maths and English		X	X	X
		Experience in managing a team	X	X	
		Experience of working in the Charity sector	X	X	
		Experience of working with Volunteers	X	X	
Skills and Abilities	Intermediate keyboard and IT skills, working with Word, Excel and outlook, powerpoint		X	X	X
	Numeracy skills			X	
	Excellent customer service		X	X	X
	Willingness to learn and develop new skills			X	
	Ability to communicate sensitively and diplomatically with a wide range of people		X	X	X
	Ability to work on own initiative and work effectively within a team			X	X
	Ability to multi task and manage a busy and varied workload, working methodically and paying attention to detail			X	X

Attitudes and Values	Friendly, caring attitude towards people Committed to maintaining confidentiality Committed to and/or respectful of Haven's Christian ethos and care philosophy Committed to Equal Opportunities Enthusiasm 'Can do' attitude			X X X X X X	
Personal Circumstances	Able to work weekends and evenings with a flexible approach to the working day	Car owner / driver or have access to own transport	X	X	