



Assistant Charity Shop Manager

Location: Colchester

Salary: £7,430 per annum

Contract: Permanent

Hours: 15 hours per week

### About The Role

Are you looking to join a team with ambitions to become the south-east's premier retailer of sustainable fashion and preloved goods, whilst creating vital income for the leading hospice groups in the region?

We are looking for an Assistant Shop Manager to join our diverse and engaged retail team. The successful candidate will play a key role in providing an outstanding customer experience for the local community.

You will support the manager in delivering sales, developing your team and delivering an excellent standard of customer service. You will work collaboratively and engage with the community to build a team of volunteers, attract desirable donations and make the shop a destination.

### About You

The successful candidate can drive sales from donated goods, manage the stock-room and shop floor, merchandise and create visual displays, engage with retail campaigns, provide fantastic customer service and promote Havens Hospices.

### About Us

Havens Hospices provides palliative nursing and supportive care to adults and children living with complex or incurable conditions.

Our specialist Care Teams can support them and their family living throughout illness, death and bereavement, in the comfort of their own home and through our hospices. We focus on their quality of life, caring for individual physical, emotional, psychological and spiritual needs, helping to "Make Every Day Count".

## Core Responsibilities

- To effectively manage the day to day running of the shop staff and volunteers
- To communicate with the shop manager in the development of your shop
- To manage stock, maximise profit and minimise costs
- To monitor and achieve all sales targets
- To provide effective leadership and encourage the team to maximise potential
- To successfully manage a team of volunteers
- To promote the work of Havens Hospices

## Purpose of Role

- Providing excellent customer service which will maximise sales and profitability
- Supporting the manager in generating stock through contact with donors
- Managing the shop and volunteers in the absence of the manager
- Representing Havens Hospices in a professional manner.

## Key Relationships (internal)

- Area Manager
- Shop Manager
- Volunteers
- Trading Head Office

## Working For Havens Hospices

### Key Relationships (external)

#### Customers Donors

As a valued member of our team, raising vital income for our group of hospices, you can expect the following benefits:

- 33 days annual leave (pro-rata) (Including Bank Holidays)
- Salary sacrifice scheme for pension
- Competitive pension schemes and NHS pension for continuing members
- Learning and Development team committed to personal and professional development, offering a number of education opportunities
- Life Assurance
- Employee referral bonus
- Wellbeing sessions (monthly)

## Full Job Description Reporting to: Shop Manager

### Duties & 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.

### Strategic Role as an Assistant Shop Manager

#### Operations

- Take full responsibility for managing the shop in the Shop Manager's 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 in collaboration with the Shop Manager.
  - To assist in developing the shop's ecommerce business
  - To actively promote Gift Aid, sign up donors and achieve performance targets.
  - To initiate and assist with marketing campaigns and sales promotions
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- To ensure the shop is competing effectively with local competitors.

#### Judgement & Decision Making

- To make day-to-day decisions to ensure the successful and safe trading operation of the shop.
- To decide, without reference, but with procedural guidelines, 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 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 might be valuable ensuring Shop Manager's 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.
- 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 Area Manager in accordance with RIDDOR.
- Work with the Area 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 Area Manager 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.