shaw trust

Job Description

Job Title: **Assistant Shop Manager**

Reports to: **Shop Manager**

Location: **Eastleigh**

Purpose

As the Assistant Shop Manager, your purpose is to support the Shop Manager to manage the shop in alignment with company policies, maximising sales and profits whilst increasing the profile of Shaw Trust. By supporting the Shop Manager, you will play a key role in achieving financial goals, maintain high standards and delivering an exceptional customer experience.

Main Duties and Responsibilities

1. **Sales and Profit**

- To support the Shop Manager to be responsible and accountable for sales, analysing the financial performance of the shop against budget
- In conjunction with the Regional Operations Manager and Shop Manager implement changes to improve the performance including effective cost control, maximising trading potential
- To support the shop manager to maximise the income from Gift Aid on donated products
- Generate Ebay sales to increase profit & raise awareness of Shaw Trust community project
- Generate additional income using local community contacts & embracing other profit-making activities

2. **Stock Management (Donated and New Goods)**

- Generate quality donated goods to achieve the agreed processing targets, in order to maintain shop density levels whilst complying with the retail guidelines

- Maximise sales and minimise stock loss of new goods through effective management and control of administration procedures including stock takes

- Ensure that effective stockroom processing systems are in place to support the needs of the sales floor implementing pricing, quality standards, team safety, housekeeping, stock density and culling stock

3. Shop Standards

- To be an ambassador for the Shaw Trust by promoting our aims and objectives

- To create a welcoming environment for our customers, ensure basic standards and high levels of cleanliness are maintained at all times, including end of day recovery

- Customer service (ensuring customer satisfaction to highest standard, acting on mystery shopper feedback, managing customer complaints, customer queries in shops and online (social media)

4. Administration

- Using IT literacy and numeracy skills, to ensure daily communication via email systems and online resources. Understanding basic spreadsheets and word processing packages, including social networking and ecommerce

- To support the shop manager to manage all paperwork ensuring effective secure filing systems are maintained for auditing purposes

- To comply with the retail financial and administration procedures, as detailed in the Retail Operations manuals within agreed time scale

5. Security

- Support the security of stock, cash and personal items at all times

- To adhere with the retail guidelines ensuring all monies are banked daily

- Ensure all Shaw Trust's Quality and Information Security Management Systems are maintained at all times for all IT Equipment

- To understand, comply with and promote Shaw Trust's safeguarding policy and procedures

6. **Health and Safety**

- To adhere to health and safety regulations and ensure that staff and volunteers work in a safe manner in respect of COSHH and other Risk Assessment control measures

7. **People Management**

- To support the Shop Manager to effectively recruit, develop and retain both paid staff and volunteers, ensuring that they have sufficient training and knowledge to maximise their potential

- To support the Shop Manager to keep the shop adequately staffed at all times including days off, breaks and holidays to maintain levels of service.

- Ensure that instructions and information from head office are communicated to all staff and actioned on a regular basis using appropriate communication tools

- In the Shop Managers absence attend regional meetings and other meetings as required

8. **Volunteer Management**

- To support the Shop Manager to recruit, train, develop and maintain an empowered, motivated and engaged team of volunteers to provide additional cover during shop opening hours in line with the retail targets

- To communicate and meet with volunteers to inform of any new developments or relevant information within Shaw Trust

- To help manage your team of volunteers to meet, and where possible exceed, all internal and external quality standards, including the UK quality standard for volunteer involvement

- Investing In Volunteers, which Shaw Trust holds

- To work with the shop manager to support a volunteer, during regular supervision meetings, to identify concerns, skills and the potential development of the individual, including of all relevant quarterly paperwork

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

10. Recycle and manage energy within your environmentin line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title: Insert Job Title

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Embraces change and drives continuous improvement (E)
- People centred in a commercial framework, takes accountability for results (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
- Collaborates and unites with others behind the organisations mission (E)
- Provides a best in class service to all clients internal and external (E)

Experience

- Excellent customer service skills (E)
- Awareness of financial/cost controls (E)
- Charity/retail experience (D)
- Experience in managing and training a diverse team of people (D)
- Commercial Awareness (D)

Skills and Attributes

- Good organisational and time management skills (E)
- Ability to recruit volunteers (E)
- Excellent communication Skills (E)
- IT skills – Word Outlook, Excel and understanding of social media and ecommerce (E)
- Numerical skills (E)
- Experience of achieving Sales & Profit Targets (D)

Personal qualities, communicating and relating to others

- A flexible approach to cope with varying demands of the role (E)
- Strong team work skills (E)
- Ability to work under own initiative (E)
- Ability to effectively organise and plan (E)
- Ability to Travel - shop cover/training/meeting/ champion activity (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an enhanced level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)