



## Job Description

**Job Title:** Charity Shop Assistant Manager

**Department:** Retail

**Primary Objectives:** To assist with achievement of shop income targets and generate maximum profits through the sale of donated goods and the effective management of the shop. To raise the profile and awareness of the work of Vista within the local community.

## Main Duties:

1. To maximise sales of donated goods to achieve targets.
2. To support and manage volunteers within the shop in accordance with Retail policies and procedures and to assist with the effective operation of the shop.
3. To assist with the sourcing, sorting, pricing, merchandising & display of donated goods to ensure shop operates to Retail minimum standards and can achieve sales budgets.
4. To ensure all shop administration, including daily banking, is completed in line with Retail policies and procedures.
5. To ensure the welfare of staff, volunteers and customers by implementing Health & Safety policies and legislation.
6. To effectively communicate with volunteers to ensure they are fully engaged with Retail objectives and Vista mission, vision and values and positively promote the organisation.
7. To manage customer complaints and deal effectively with enquiries.
8. To attend training courses and meetings as required.
9. Any other duties and responsibilities requested by line management and the organisation

## **Resources (refer to Guidance Notes) :**

### **a. People**

1. Manage volunteers in the shop environment on a daily basis
2. Be the first point of contact with customers and donators in the absence of the Shop Manager.
3. Provide information about Vista for customers, local businesses and community groups as requested

### **b. Financial**

1. Supporting the generation of income from donated goods to achieve target set by ROM
2. Responsible for banking daily takings and recording appropriate financial records
3. Daily handling of shop income including cash, cheque and card sales
4. Promotion of Gift Aid scheme.

### **c. Non-financial**

1. Responsible for day to day management of shop environment and ensuring H&S legislation is adhered to
2. Reporting maintenance issues to ROM
3. Reporting equipment requirements and issues to ROM
4. Responsible for confidentiality of volunteer personal records and financial data

### **d. Special Factors**

1. Undertake Manual handling training due to the physical nature of managing donations
2. Follow H&S procedures when handling donations

### **Additional responsibilities**

1. To ensure activities comply with current law
2. To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
3. To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

**Prepared by: ST**

**Date: 25/4/16**

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

### **Person Specification**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Identified (e.g. form, interview, test)</b>
<b>Qualifications &amp; Training</b>	Educated to GCSE level in English and Maths  Willingness to undertake Health & Safety training		Form
<b>Experience</b>	Experience of working in a retail environment  Experience and/or understanding of working to sales and profit targets	Experience of working in a charity retail environment  Experience of managing volunteers  Experience of managing a diverse team	Form, interview
<b>Skills &amp; Knowledge</b>	Good interpersonal skills  Excellent communication skills  Able to use own initiative  Ability to effectively organise and plan  Ability to use IT packages to a good standard	Marketing and promotion knowledge  Understanding of the charity retail sector and of working with volunteers  Ability to use IT packages to a good standard	Form, interview

		Working knowledge of Health and Safety regulations and procedures	
<b>Personal Qualities</b>	<p>Enthusiasm for retail</p> <p>Commitment to diversity and equality in working relationships and Practice</p> <p>A flexible ,adaptable approach and ability to cope with changing Priorities</p> <p>Ability to be an effective team player</p> <p>Honest and reliable</p>	An understanding and acceptance of the principles and values of the organisation	Form, interview