

Job Description

Job Title: Assistant Manager – Charity Shop

Department: Retail

Reporting to: Shop Manager

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. To provide some holiday and sickness cover when required.
10. 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 the Head of Fundraising and the Shop Manager
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 the Manager and Head of Fundraising
3. Reporting equipment requirements and issues to the Manager and Head of Fundraising
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 always operate within the law, 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

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

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

	Ability to use IT packages to a good standard	standard	
		Working knowledge of Health and Safety regulations and procedures	
Personal Qualities	<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