

Job Description

Post:	Assistant Shop Manager
Department:	Retail
Reports to:	Head of Retail
<p>The post holder will assist the shop manager to manage and develop the hospice shop, maximise sales and revenue generation through effective operations, strong motivation of the shop team, including volunteers, and exceeding customer expectations by providing the highest quality service. The assistant manager will help promote community awareness of the hospice and its work.</p>	

Key Responsibilities

Displaying and Selling Goods

- Work with the shop manager to ensure that there a high standard of display, both in windows and in store, in a way that will maximise sales without compromising Health & Safety
- Managing Stock Control and Supply
- Work with the shop manager to promote the generation of quality donated goods from the local community
- Work with the shop manager to ensure that the stockroom is efficient and organised to maximise the turnover and potential profit
- Work with the shop manager to ensure that unsold or unwanted donations are disposed of in a way that yields the best possible return

Health and Safety

- Work with the shop manager to ensure that a high level of cleanliness is maintained in the shop at all times
- Work with the shop manager to ensure that all statutory responsibilities are met including Fire and Health and Safety Regulations
- Work with the shop manager to ensure that all KHH health and safety policies and procedures are complied with and that all actions arising out of Health and safety audits are complied with.

Financial Management

- Work with the shop manager to ensure that all administrative and financial procedures are followed including banking and maintenance of petty cash
- Work with the shop manager to ensure that all cash and cheques received for goods are entered into the till using the correct coding
- Ensure a till reading within the shop is taken at least twice a day
- Maintain accurate records of all income generated within the shop
- Ensure that banking of cash and cheques is made on a daily basis
- Work with the shop manager to ensure that all staff within the shop promote Gift Aid on a daily basis

Managing the Volunteers

- Maintain regular communication with volunteers to inform, motivate and drive performance
- Work with the shop manager to ensure that volunteers are kept up to date with developments at Katharine House Hospice so that they can act as an ambassador for the hospice
- Ensure all volunteer activities comply with health and safety, safeguarding, and Katharine House procedures
- Promote a safe and positive environment for volunteers
- Address volunteer concerns or issues promptly and following Katharine House procedures
- Monitor volunteer performance and if necessary, address following Katharine House procedures
- Acknowledge individual volunteer contributions

Working with the Community

- Ensure that the shop is opened and closed at publicised times
- Promote the value of volunteering within the shop to the local community
- Promote the shop to the local community taking part in local initiatives or shows etc

Other Responsibilities

- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Values

Compassion

We act with compassion and integrity, and ensure that everyone is treated with respect

Inclusivity

We are committed to our whole community, regardless of background or circumstance

Sustainability

We work to ensure the continued provision of quality palliative and end of life care in our community

The above list of responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested by your line manager and appropriate to your role

**Employee
Signature:**

Date:

Personal Specification		
Requirement	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of working in a similar retail environment • Experience of supervising the work of others • Customer Service Experience 	<ul style="list-style-type: none"> • Experience working in the charity industry • An understanding of current Gift Aid legislation • Experience of working to and achieving sales targets • Experience of cash reconciliation and financial controls • Experience of volunteering or managing volunteers
Qualifications and training	<ul style="list-style-type: none"> • Good level of general education • Computer literate, IT knowledge in Outlook and Excel 	
Practical skills and aptitude	<ul style="list-style-type: none"> • Good organisational skills, including ability to prioritise a varied workload • Excellent interpersonal skills, including customer service approach to dealing with the general public. • Ability to supervise, support and motivate a team of volunteers • Ability to manage own area of work independently and show appropriate levels of initiative and problem solving 	
Personal qualities	<ul style="list-style-type: none"> • Strong team player with the ability to motivate and work collaboratively with others • Willingness to work flexibly in response to changing organisational requirements. 	