



JOB DESCRIPTION

Job Title: Assistant Shop Manager

Department: Retail

Reports To: Shop Manager or Retail Operations Manager

Responsible For: Volunteers

Hours: To be worked over Monday to Sunday

Job purpose

To ensure the effective and profitable operation of the shop, contributing to St. Oswald's Hospice's fundraising efforts by maximising sales, enhancing customer experience, and managing volunteers. Success will be measured by sales performance, shop profitability, customer satisfaction, and volunteer engagement.

Key Outcomes and Responsibilities

1. Sales Optimisation and Community Engagement

Outcome: Increased shop sales and community presence.

Actions:

- Track and analyse weekly sales data to identify trends and opportunities for growth Ensure consistent, high-quality customer care among volunteers.
- Promote the shop within the community and increase donor engagement through Gift Aid.

Measurement: Increased sales revenue, percentage growth over previous periods, and achievement of set targets.

2. Effective Stock and Merchandising Management

Outcome: Well-maintained stock levels and appealing shop displays.

Actions:

- Manage pricing strategies to maximise the resale value of donated goods.
- Implement display standards that enhance the shopping experience.
- Oversee stock rotation and density, ensuring a fresh and organised shopping environment.

Measurement: stock rotation schedule in place, up to date pricing guide in place.

3. Volunteer Leadership and Development

Outcome: A motivated, well-supported volunteer team that contributes effectively to shop operations.

Actions:

- Supervise and guide volunteers, especially in the shop manager's absence.
- Recruit, train, and manage volunteers, fostering a supportive and rewarding experience.
- Ensure adherence to health, safety, and operational policies.

Measurement: volunteer recruitment pathway followed and LMS up to date for volunteer training.

4. Shop Administration and Financial Compliance

Outcome: Maintain accurate financial records and ensure compliance with St. Oswald's procedures.

Actions:

- Ensure compliance with Trading Standards Regulations and internal financial processes.
- Complete all financial and administrative paperwork (including Gift Aid) accurately and on time.
- Maintain detailed stock records and weekly summary reports.

- **Measurement:** Timeliness and accuracy of reports, compliance with audits, and successful Gift Aid contributions.

5. Premises and Security Management

Outcome: A safe, clean, and secure environment for customers and volunteers.

Actions:

- Maintain high housekeeping standards, ensuring cleanliness and order.
- Act as a keyholder, managing security of shop premises and takings.
- Implement risk assessments and follow safety protocols to protect all parties on-site.

Measurement: Shop assessments, adverse event reports, and compliance with safety inspections

6. Relationship and Team Development

Outcome: Strong, effective working relationships with retail and volunteer teams.

Actions:

- Cultivate positive relationships across the Retail team and volunteers.
- Serve as a supportive, proactive team member, upholding St. Oswald's values and mission.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

RISK ASSESSMENT Task based risk assessment completed

DISCLOSURE / LEVEL Enhanced DBS required

PREPARED BY/ DATE Charlotte Charlton November 2024

About you (the Person Specification)

Qualifications, Training and Education

As a guide we are looking for: Basic secondary education Grades A-C in Maths and English

It would be desirable to have A levels or NVQ level 3 in retail management or relevant sector.

Experience

Minimum 1 year of relevant retail experience, showing a proven ability to meet sales targets.

Knowledge

High-volume retail experience.

Familiarity with Trading Standards.

Qualities

Able to develop good working relationships and communicate effectively.

Able to lead and work as a member of a team.

Resilient, able to manage challenges and maintain consistent performance,

Skills

Excellent customer service skills that contribute to customer satisfaction

Retail management skills ensuring sales growth and profitability

Good verbal and written communication skills

Good organisational skills

Experience working with the public and volunteers, fostering a positive atmosphere

IT skills to include Microsoft office software.

Desirable:

- Volunteer management experience.
- Experience with EPOS systems.

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Arrangements

Monday-Sunday as required by business needs

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!