

Job description



JOB TITLE: Assistant Shop Manager

REPORTS TO: Shop Manager

RESPONSIBLE FOR: Retail Shop Assistant and Volunteers

PURPOSE OF ROLE

To deputise for the Shop Manager in the running of the shop and in providing support and motivation to volunteers in the shop. To maximise shop revenue across the seven-day trading week, actively seeking, suggesting and implementing profit growth opportunities. To sort and process high volumes of stock within the shop, identifying brands, fashions and collectable/valuable items, recognising saleable quality and condition.

KEY RESPONSIBILITIES

- Assist in achieving, maintaining and exceeding overall Shop and Trading budgeted income and profit results.
- Responsible for maintaining high standards of retail merchandising and presentation on the shop floor and window displays, in line with Brand Guidelines.
- Ensure an excellent level of customer service and support is offered to all customers, including face to face, phone, email or social media.
- To sort through 40 sacks / boxes of stock daily in order to prepare and display in excess of 300 new stock items daily.
- To identify a range of brands and high street labels and sort the most appropriate quality stock for sale.
- Working as a team and closely with Area Retail Managers/Shop Managers regarding shop stock requirements.
- Sign customers up to the Retail Gift Aid scheme, to secure additional revenue through the HMRC and Demelza scheme.
- To follow shop quality standards in order to prioritise, delegate and oversee said tasks and influence productivity and sales.
- To support digital and physical stock control processes, control stock, to minimise loss and maximise sales.
- Prepare end of day shop banking and prepare EPOS daily total reports.
- To adhere to safe working processes and legislation necessary to prevent injury or harm.
- To implement Demelza policy and procedures.
- To respond to and write emails supporting shop communications using a number of IT packages and Microsoft applications including Outlook, Word and Excel.
- Accurately bank monies daily when on duty following safe practices.
- Ensure the shop is fully staffed and prepare rotas in the Shop Managers absence
- To train, lead and coach teams with shop standards and processes.
- To act as a Demelza representative in the local shop community, working alongside fundraising and participating in and attending local events where Trading representation is required.
- To work flexibly to support the shop rota, as agreed in advance over a 7-day week.
- To act as a key holder and to be responsible for all aspects of the buildings security within agreed opening and closing procedures.
- To appropriately manage time and work to deadlines to ensure shop standards are met.
- Using online databases and EPOS systems to process customer details and gift aid data, following Data Protection guidelines.

Job description



- To occasionally visit and work in other retail locations and departments to fully understand stock and customer needs and to support cover.

Volunteer Responsibilities

- To lead and support the management of a team of volunteers
- To assist with recruiting new volunteers and support induction, training, wellbeing and development.
- To work closely with the Voluntary Services Team providing regular updates and information on shop volunteers.
- To ensure that volunteers are aware of the request to log their volunteer hours through the volunteer database and to support any training required to complete this request.
- To comply with central volunteering processes.

Other Responsibilities

- To maintain some administration systems and duties as requested by the Shop Manager or Area Retail Manager.
- Ensure all Health and Safety procedures are adhered to and that all staff and volunteers have up to date training and are aware of all relevant procedures. Not limited to but including safe moving and handling, COSHH, fire safety, sharps, spillages and working at heights regulations.
- To ensure that all personal data is handled in accordance with the Data Protection Act.
- To complete internal and external training as provided.

OUR VALUES & BEHAVIOURS

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

Fiercely committed to quality

The families and children we help, and our supporters, deserve nothing but excellence. Each one of use has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service.

By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

Passion, performance and pride

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world.

We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

Human is our nature

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.

Job description



Always honest, always authentic

We are clear, open and honest with everyone, because we value everyone.

It's good to challenge each other, as long as it's constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

Innovate, develop and improve

Each member of #TeamDemelza is driven to do better.

Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.

PERSON SPECIFICATION

Essential

- Demonstrate close alignment to all Demelza values
- Retail experience over a multi-site operation.
- Commercially aware, with previous experience in a customer service role.
- Evidenced success in working to tight deadlines, achieving sales and profit targets.
- Ability to show experience of working on own initiative whilst being adaptable and flexible to change.
- Demonstrable ability to;
 - identify quality fashion garments, accessories and saleable High Street and high-end labels.
 - identify collectable, vintage, retro and antique items.
 - identify designer brands.
 - identify precious stones and jewellery/metals.
- Demonstrable high level of verbal and written communication skills.
- Ability to re-prioritise a changing workload.
- Evidenced team working experience.
- Ability to undertake moderate to heavy moving and handling duties with inconsistent loads, in line with best practice guidelines and supplied training methods.
- To have the ability to be, resourceful and enterprising within the local community, providing evidence of working with local groups to support events and volunteer recruitment.
- Ability to process high volumes of stock on a daily and hourly basis achieving daily targets and KPI's.
- An interest in High Street fashion and accessories.
- Access to transport for work related purposes.
- Good IT skills, not limited to but including use of Microsoft Outlook, Word and Excel.
- Experience of using an EPOS tillage system.
- Analytical and numerate, to support stock take and recycling totals and data.
- Solution focussed and innovative presenting solutions and new ideas.
- Ability to work under pressure and remain calm.

Desirable

- Previous charity shop experience.
- Previous fundraising experience.
- Previous experience of role involving moving and handling.
- Previous experience of delivering and collecting goods.

Job description



The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

All employees will demonstrate commitment to and actively promote Demelza's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

ISSUE DATE: March 2023

REVIEW DATE: March 2023

VERSION: 3