

Job Title:	Assistant Shop Manager	Division/Dept:	Fundraising & Engagement / Retail
Reports To Manager:	Shop Manager	Job Family:	Retail – Assistant Shop Manager
Date:	March 2015	Band:	TB 1 -7

Purpose: To support the shop manager to deliver sales growth and achieve KPI's through delivering excellent customer service, operational excellence and high visual standards within the shop to enable us to fulfil our vision and mission

Responsibilities	Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> Support the Shop Manager in the creation of the shop annual plan and budget and implement accordingly. Assist the Shop Manager or in the absence of the Shop Manager, in developing a team of competent Volunteers through effective recruitment, training and effective management in the following areas: Stock procurement, Stock processing, Customer Service Administration:- Housekeeping; - Use resources available to ensure compliancy in delivering the volunteer policy and effectively use our safeguarding and problem-solving procedures. In conjunction with the Shop Manager, to ensure that stock density, procurement, rotation and space allocation policies and procedures are adhered to in order to maximise sales potential. Ensure a high standard of merchandising, presentation and display within the shop Ensure that optimum price levels for merchandise are achieved in conjunction with the national pricing policy. Assist in the implementation of changes and new initiatives as required by the Manager And Cluster Manager At the direction of the Shop Manager or in the absence of the Shop Manager, ensure that all administrative and accounting duties are completed accurately, i.e., daily banking and recording of income. Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises including reviewing maintenance requirements and reporting issues to relevant department. Promote the presence of the shop within the local community through in shop activities and events in order to encourage good public relations. Promote and demonstrate the organizational commitment to our people feeling and being safe in line with policies and procedures. Compliance with all PDSA policies and procedures 	Dimensions	Role-specific knowledge & skills
	<ul style="list-style-type: none"> Shop KPI's & profit targets met Compliance targets met Community relationships in place locally Volunteer targets met Stock loss managed in line with expectations 	<ul style="list-style-type: none"> Head & Heart Better Together Passion with purpose Planning and organising Acting commercially Leading effectively
	<ul style="list-style-type: none"> Direct Reports – Shop volunteers Indirect Reports – N/A Internal Contacts: Support Functions External: Charity & retail sector external networks 	<p>Essential</p> <ul style="list-style-type: none"> Proven experience in the retail sector Computer literate – MS Office & Databases. Ability to work to targets and KPI's Ability to travel when required to cover other shops Satisfactory Reference & DBS check <p>Desirable</p> <ul style="list-style-type: none"> Ability to Network and build relationships within the community to assist with stock generation Previous line management experience

Approved By: HR Shared Services Manager

Date: July 2022