



Children's Hospices Across Scotland

JOB DESCRIPTION – SHOP ASSISTANT MANAGER

Job Details

Job Title – **Shop Assistant Manager**
Responsible to – **Shop Manager**
Job Family – **Retail**

Location – **Kinross**
Salary – **CHAS Retail Level B**

Job Purpose

Working within the culture, ethos and philosophy of CHAS, leads and directs volunteers to ensure the effective day to day management of the CHAS charity shops. Elevates shop visual and product standards to maximise income through commercial awareness and adept short term planning, promoting and maintaining first class levels of service to the public and to raise awareness of CHAS.

Job Activities

Retail Operations

- Assume full responsibility for the day to day running of the shops in the absence of the Shop Manager to ensure the shops are appropriately resourced for operational opening, standards are maintained at all times, with appropriate supporting documented processes capturing all job activities
- To be an ambassador for CHAS in the shops, promoting and bringing to life the communication of key activities, messages and the wider strategy to customer and the Retail Volunteering Team
- Promote best in class Customer Service, dealing with suggestions effectively and managing queries to avoid complaint escalation. Timely logging of complaints with root cause analysis for action to improve
- Support legislative and safety compliance, ensuring consistent practice and delivery of shops standards via maintaining robust documented policy and process reference guides

Maximise Income Generation

- Demonstrate dynamic planning drawing on commercial acumen to target seasonal and donation led opportunities, promoting a high standard of visual merchandising and display throughout the shops
- Undertake timely space management analysis to assess and influence commercial decisions, leading the team and providing firm actions and outputs to drive profitability of the shops
- Demonstrate stamina to effectively manage donated stock processing, ensuring correct density levels, processing to agreed quality, amounts and stock rotation, collaborating across CHAS Retail teams to ensure appropriate and timely donation asks
- React to an ever-changing business environment to prioritise daily operational activity, making sound commercial and consumer decisions, working with a vision for success to strive for the best outcomes for the business
- Promote and maintain robust Retail Gift Aid processing, ensuring compliance with CHAS & HMRC processes, surpassing industry benchmarks
- Initiate and promote improvement activity opportunities to grow and develop the Retail business, implementing and supporting local initiatives in line with the CHAS fundraising strategy and Community Fundraising Team

Volunteer Engagement

- Deliver induction and training on key processes and messages, ensuring consistent delivery in line with CHAS Retail policy and process
- Promote CHAS values to motivate and engage volunteers, recognising achievements
- Deliver volunteer huddles to build engagement, increase understanding of volunteer contribution to CHAS financial performance, raise awareness of CHAS wider achievements, sharing successes and encouraging ideas for improvement
- Lead and direct volunteer activity in the shop and supervise their work, ensuring that volunteers deliver a quality service and that they feel valued

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties
- Act as the Site Responsible Person and take control should an event occur that requires immediate safety attention

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and cooperates with CHAS in complying with its legal duties

Education, Qualifications, and Training

- 3+ of Retail Management experience
- Visual Merchandise experience though not essential