

Job Description

Job Title	Assistant Shop Manager
Salary Range	£23,303 pa (pro rata for part-time)
Location	Various Locations (see advert)
Reporting to:	Shop Manager

1. Job Purpose and scope

To be responsible for the effective operation of the shop in the absence of the shop manager, to include:-

- Coordinating day to day running of the shop
- Optimising sales
- Maintaining effective stock processing and merchandising
- Managing and training shop volunteers
- Cash & banking
- Ensuring compliance with Health and Safety

2. Main Duties & Responsibilities

- To work with the Shop Manager to ensure the shops meets its income budgets
- Assisting the Shop Manager in ensuring the shop is competing effectively with local competitors
- To support the volunteers in maintain a high standard of customer and donor care
- To play a key role in the promotion of the shop in the local community
- Work with the Shop Manager to develop the volunteer team in the shop, encouraging effective communication, setting objectives, initiating work places and helping to foster a positive team spirit
- To provide management support for volunteers as required
- To work with the Shop Manager in recruitment of new volunteers
- To assist the Shop Manager in ensuring the shop is adequately staffed and covered

General Duties & Responsibilities

- Assist the Shop Manager in ensuring volunteers are fully trained in all shop related policies and procedures and that relevant training records are kept up to date.
- Provide a safe and healthy working environment and report any H&S issues to the Shop Manager.
- Ensure compliance with all statutory requirements regarding donated stock.
- Ensure the integration of the shop into the local community with the shop volunteers
- Support volunteer team when responding to all appeals and fundraising opportunities

EQUAL OPPORTUNITIES

Comply with and promote St. Luke's Hospice Equal Opportunity Policy and avoid any behavior which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, color, nationality, ethnic or national origins, religion, disability, creed, class, gender or sexual orientation.

MISSION & CORE VALUES

All Hospice staff are expected to work in line with St Luke's Mission & Core Values as these precepts act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

OTHER

St Luke's Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Luke's Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops. All members of nursing staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

Person Specification

	Essential	Desirable
English and Math's GCSE grade C or above (or equivalent)	X	
Previous experience within a customer focused retail or service sector	X	
Previous retail supervisory experience		X
Working with volunteers and recruiting		X
Working within a charity retail environment		X
Understanding of the latest retail trends and looks		X
Customer donation and Gift Aid Process		X
Health and Safety and manual handling		X
Local geographical knowledge		X
Awareness of collectables / antiques		X
Excellent communication skills and ability to communicate confidently and effectively with a wide range of people including volunteers	X	
Computer literate and able to use word-processing, e-mail and spreadsheet software (Word, Excel and Outlook) and internet research capability	X	
Enthusiastic and approachable	X	
Self-motivated	X	
Willingness to work by St Luke's Hospice Harrow and Brent values	X	