

Job Description

Job Title	Assistant Shop Manager
Salary Range	£23,303 (Pro Rata for any part time hours)
Location	As Per Advert (Various)
Reporting to:	Shop Manager

Full-time Assistant Manager

The Assistant Manager will report directly to the Manager of the shop and in their absence the Operations Manager. The Assistant Manager will be responsible for the following tasks and duties, some of which may be delegated to volunteers.

Job Purpose

To ensure that when covering the duties of a manager that the shop continues to run as effectively as when they are present.

To raise funds for the Hospice by selling donated clothing and bric and brac to the general public.

To comply with St Luke's Kenton Grange Hospice Charity Shops procedures and policies.

To maintain effective working relationships with managers, colleagues, paid staff, volunteers and community contacts in order to achieve business objectives and create a positive and happy atmosphere.

To provide a courteous and helpful service to the public.

To promote the work of the Hospice to the general public.

Main Duties

To be responsible for the overall management of the shop in the Manager's absence.

Holding a key to the shop premises during the Manager's absence.

Opening and closing the shop, and ensuring that the advertised trading hours are adhered to.

Ensuring that the shop premises are clean and tidy and that Health and Safety regulations are observed.

Encouraging and accepting donated goods for sale.

Sorting and preparing goods for sale, and overseeing a pricing policy for the shop.

To be accountable for all monies in the shop, to be responsible for banking the takings, for completing weekly returns and for petty cash in the shop, and maintaining other records as required.

To keep under review shop equipment and stationery requirements.
Effectively attract, recruit, train, develop and review volunteers in accordance with St Luke's Hospice Shops policies and procedures.

To co-ordinate and manage the work of the shop volunteers and over-see the volunteers rota. To be prepared to ensure sufficient cover when volunteers are unable to work their usual shift.

To ensure the best possible presentation and display of goods for sale.

To attend staff meetings when required.

To be prepared to work in another of the St Luke's charity shops outlets if and when required.

To assist in other duties as they arise.

Training

Full training will be given in all aspects of the management and operations of the shop.

Attendance at training sessions elsewhere may occasionally be required.

Working Hours and Conditions of Employment

Hours as required to carry out duties but are estimated at seven and a half hours each day. Normal hours of work are 9am – 5.30pm, with a one-hour lunch break. This will include working on a 6-day flexible rota and additionally Sundays if required.

Holidays are twenty-six days per year.

A Contributory Pension Scheme is available.

The position is subject to a three month probationary period.

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

- Physically able to carry heavy boxes and bags of donated items. (For which training will be given)
- Good administrative skills.
- Good communication skills.
- Commitment to equal opportunities.
- Experience of dealing with the public.
- Experience of keeping records.
- Experience of organising or managing the work of other people.
- Experience of dealing with money.

Desirable

- Experience of working in retail.
- Experience or talent for making displays.
- Experience of working with volunteers.
- A clean current full driving licence.