## JOB DESCRIPTION

## Title: Assistant Shop Manager

## Hours: 22.5 hours per week (including weekends)

## Salary: £18,525 per annum pro rata

## Contract: Permanent

## Location Mill Road Charity Shop

## Responsible to: Head of Retail

*Arthur Rank Hospice Charity 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.*

## Job purpose:

To assist the Shop Manager as necessary with the control and management of the retail operation.

## Key Duties and responsibilities:

* Deputises for Shop Manager during their absence/ days off.
* Assists with the management of the shop in accordance with the budget and standing instructions as agreed with the Shop Manager.
* Conducts the affairs of the shop in order to exceed the budget parameters.
* Receives donated goods into stock as necessary to give flexibility and seasonality to the displays.
* In conjunction with the Shop Manager, display stock in an attractive way and promote particular lines taking advantage of seasonality and having an awareness of the academic social calendar.
* Establish and maintain effective working relationships with the Shop Manager through regular communication.
* Consider additional ways of promoting the existence and services offered by the shop. Alongside the Managers pay attention to the competition and help in developing new strategies to increase sales.
* In conjunction with the Shop Manager, assist with recruitment, supervision and training of sufficient volunteers as applicable/necessary.
* Pay attention to the welfare, health and safety of staff/volunteers at all times. All staffing practices to take account of existing employment law and best practice and risk assessments.
* When in sole charge of a shop, responsible for the security of the shop premises, its staff/ volunteers and the stock, making such arrangements as may be appropriate for opening and locking up at either end of the trading day. Maintain arrangements for the security of cash and valuables.
* Have knowledge and understanding of ARHC and its remit, and be able to explain the rationale for fundraising for the charity.
* Have awareness and understanding of the online sales business and assist with this as directed by the Shop Manager.
* Decides and implements pricing of all lines of stock.
* Manages stock levels of donated goods and new goods to agreed standards.

**General**

* The post holder must, at all times, carry out his/her duties with regard to the Charity’s Equal Opportunities Policy.
* All post holders must adhere to the code of conduct on confidentiality and be aware of, and adhere to, all Hospice policies and procedures**.**

## This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within the Hospice.

## To be aware of the responsibilities of all employees to maintain a safe and healthy environment for visitors and staff.

## To ensure that all duties are carried out to the highest standard and, in accordance with, current quality initiatives within the work area.

## This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.