

## JOB DESCRIPTION

JOB OVERVIEW	
<b>JOB TITLE</b>	Assistant Shop Manager
<b>DEPARTMENT</b>	Retail
<b>LOCATION</b>	Retail Outlets, Colchester
<b>REPORTS TO</b>	Area Manager

KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> <li>• Retail team</li> <li>• Fundraising, lottery and marketing teams</li> <li>• Volunteer workforce</li> <li>• Customers &amp; general public</li> </ul>	<ul style="list-style-type: none"> <li>• Van drivers</li> <li>• Suppliers/contractors</li> <li>• Staff within St Helena</li> <li>• Other charity retail teams</li> </ul>

KEY PRIORITIES
<ul style="list-style-type: none"> <li>• To support the running of an efficient and effective shop to maximise profits from the sale of donated stock for St Helena.</li> <li>• To support the volunteer team by providing communication, support, guidance and direction to their efforts.</li> <li>• To promote the image of St Helena in the community.</li> <li>• To display excellent customer service behaviour and strong communication skills, in giving a positive view of the organisation.</li> </ul>

DUTIES & RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• To sell donated goods to the public to maximise profit for St Helena.</li> <li>• To help motivate and train volunteers, providing supervision to the volunteer team and ensuring constant cover of shifts in the absence of a Shop Manager or at the Shop Managers request.</li> <li>• To identify where volunteers are not complying with good customer service practice, promoting increased income and teamwork. To report any concerns to the Shop Manager, ensuring St Helena principles and values are not compromised.</li> <li>• To sort donated goods efficiently and educate customers and workforce on the appropriateness of donated goods.</li> <li>• To ensure that any emergency issues are dealt with effectively and reported to a senior manager.</li> <li>• To organise and plan workload and timetable, in consultation with the Shop Manager, to ensure all deadlines are met on time and all work completed as requested at end of shift, and to report reasons for any delays or work not completed</li> <li>• To liaise with the Donation Centre for the supply of stock and ensure that adequate stock levels exist in the shop at all times, at the request of the shop manager and in conjunction with any promotions</li> <li>• To be aware of “high value items” which may need special attention e.g. to select alternative avenues of sale such as specialist sales and auctions where the item would achieve a higher profit. To pass these for sale on e-bay if appropriate.</li> <li>• To ensure all requests with regards to increasing Gift Aid income is actioned, the team are supported to take this as an income generation priority.</li> <li>• To advise volunteers on pricing policies, shop presentation, merchandising, layout and display as set out by the Shop Manager.</li> <li>• To control costs to ensure that any expenditure is only made with prior approval of the Shop Manager and as defined in retail budget.</li> </ul>

- To conform to the guidelines of the shop manual and to be proactive in suggesting changes to procedure and policy to improve the retail enterprise.
- To attend regular meetings/supervisions with the Shop Managers to ensure good practice, underpinned by co-operative relationships and effective communication.
- Working to the Health & Safety compliance requirements, to ensure that the working environments are safe for staff, volunteers and members of the public. To ensure adherence to Health and Safety in the shop including ensuring that risk assessments are updated or carried out when necessary or the need arises. To undertake any emergency action and to escalate to appropriate manager i.e. evacuations.
- To ensure that the premises are adequately maintained and secured, and to report any defects to the Shop Manager or Estates & Facilities team.
- To comply with all the requirements of the security policy and procedures and complete the security checklist annually, including satisfactory resolution of issues identified, in conjunction with the Retail Manager.
- To maintain detailed and up to date records for Health & Safety, petty cash, banking and income records to be sent on a weekly / monthly basis at the request of or in the absence of a shop manager and at the request of the Finance Department.
- To inform volunteers about developments at St Helena, and give regular, positive feedback from the wider team on their value to St Helena.
- To act as an ambassador for St Helena and to present the St Helena values and principles to the volunteer work force and customers, including escalating any complaints or matters to be addressed to the shop manager
- To ensure excellent customer service skills and strong communication skills at all times, acting in accordance with St Helena values.
- To be prepared to undertake training that will increase skills and retail knowledge

#### GENERAL - Applicable to all roles at St Helena

1. All of the above activities are governed by the operational policies, Standing Financial Instructions, policies and procedures and standards of St Helena as well as legislation and professional standards and guidelines.
2. All employees must comply with St Helena's Equal Opportunity Policy and must not discriminate on the grounds of sex, colour, race, ethnic, or national origins, marital status, age, disability, sexual orientation or religious belief.
3. Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by St Helena. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.
4. All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
5. St Helena is a smoke free organisation. Smoking is not allowed in any St Helena premises. If you would like help to give up smoking you should contact your GP or call the NHS Stop Smoking Help Line.

#### PERSONAL DEVELOPMENT

Be aware of own development needs and take appropriate action.

Keep updated of evidence based practice and government policies related to care.

Act as an effective role model at all times.

## PROFESSIONAL DUTIES

To maintain personal professional status, ensuring that the requirements laid down by the relevant professional body for registration are compliant.

Exercise professional accountability as guided by the relevant professional body and maintained in accordance with the policies of the department and St Helena.

## ANNUAL APPRAISAL

The post holder will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

## TRAINING

All staff will undertake such training as is necessary to perform the duties allocated and any mandatory requirements of St Helena. This will include mandatory training in line with your job role

## QUALITY

St Helena aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

## CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under GDPR.

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

All St Helena employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to St Helena safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

## VALUES AND BEHAVIOURS

St Helena's core values and behaviours will be embedded in our recruitment, training and development review and decision making process

Value	Behaviour
Respect	Always considering others
Working together	Finding strength in teamwork
Being passionate about hospice care	Caring in all that we do and provide
Showing appreciation for all	A thank you matters
Valuing conversation	Taking the time to be excellent communicators

**This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs and after consultation with the post holder.**

## PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> <li>• GCSE or equivalent grade C (pass) in English Language and Maths</li> <li>• Proven experience of retail</li> <li>• Computer literacy (European Computer Driving License or equivalent experience)</li> </ul>	<ul style="list-style-type: none"> <li>• Management of a diverse retail enterprise</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Proven retail management</li> <li>• Good customer services experience</li> <li>• Accurate banking, petty cash, financial record keeping</li> </ul>	<ul style="list-style-type: none"> <li>• Working with volunteers</li> </ul>
Skills & Knowledge	<ul style="list-style-type: none"> <li>• Merchandising</li> <li>• Stock control</li> <li>• Strong organisational and planning skills</li> <li>• Excellent interpersonal and social skills</li> <li>• Quality orientation</li> <li>• Proven ability to drive sales and increase profitability</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; Safety in the commercial environment</li> <li>• Knowledge of St Helena</li> <li>• Knowledge of antiques and collectables</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Tactful, sensitive, tolerant flexible and positive manner</li> <li>• Good verbal and written communication skills</li> <li>• Ability to deal conflict effectively</li> <li>• Negotiation and motivational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Can communicate about the work of St Helena accurately</li> </ul>
Qualities	<ul style="list-style-type: none"> <li>• Current driving licence and access to a vehicle to use for work purposes</li> <li>• Ability to use own initiative</li> <li>• Ability to work independently</li> <li>• Flexible approach to hours of work</li> <li>• Team Player</li> <li>• Commitment to quality and best practice</li> <li>• Positive, self motivated and committed to achieving results</li> <li>• Problem solver</li> <li>• Good sense of humour</li> <li>• Professional approach to work</li> <li>• Assertive</li> <li>• Multi-tasking</li> <li>• Good time management skills</li> <li>• Able to move and handle loads on multiple floor levels</li> <li>• Calm under pressure</li> <li>• Well organised and efficient</li> <li>• Creative and innovative</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

	SIGNED	PRINT NAME	DATE
EMPLOYEE			
EMPLOYER			