**Job Description**

**Assistant Shop Manager**

**Salary Scale:** R3

**Accountable to:** Shop Manager

## Job Summary:

The position of Assistant Shop Manager is to assist the Shop Manager in the managing of staff, volunteers and available resources to the optimum benefit of Sense Scotland in terms of both income and public perception of Sense Scotland as a caring charity.

**Key Responsibilities**

**Profit**

* + - * Assist the Manager to achieve maximum shop profits and achieve agreed performance targets. sales at all times and ensure that a high

**Staff and Volunteers**

* Assist the Manager to ensure the shop is adequately staffed at all times including lunchtime and holiday cover.
* Assist the Manager to recruit, train and support staff and volunteers in the shop, encouraging an active interest in the shop and the work of Sense Scotland.

**Premises**

* In the absence of the Manager, hold the keys of the shop and make sure shop premises are secure.
* Assist the Manager to manage the shop during periods of sickness/holidays and in the absence of the Manager take responsibility for ensuring that the shops is managed at all times.
* Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
* Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations.

**Stock**

* Generate stock donations to meet sales requirements; accept, sort, price and display stock in accordance with Sense Scotland guidelines, acknowledging receipt and arranging collection where necessary.
* Carry out special promotions in the shop either when requested by Sense Scotland, the Shop Manager or when local events make a special promotion appropriate.
* Maintain a high standard of display, both in the window and inside the shop, which is an aid to increase sales and organise the shop so that it is clean and tidy at all times.
* Departmentalise stock, using the departmental signs, and constantly review departmental emphasis to achieve the best results from present stock levels, seasonal, special promotions and general customer demand.
* Ensure that all stock is sold at the maximum selling price for the benefit of Sense Scotland.

**Gift Aid**

* Assist the Shop Manager to administer the shops Gift Aid scheme, maximising Gift Aid sales, promoting the scheme to the public and encouraging staff and volunteers to sign up new Gift Aid donors at all times.

**Public Relations**

Assist the Shop Manager to:

* + Publicise the shop.
  + Enhance the Sense Scotland image through a professional retail service, ensuring that all queries about Sense Scotland services are answered promptly and information held in the shop is up to date.
  + Maintain good relations with the public, trade councils, landlords and neighbouring retailers.
    - * Ensure a high standard of service to customers is maintained at all times.
* Have adequate knowledge of Sense Scotland activities so that customer queries can be answered effectively.

**Administration**

Assist the Shop Manager to:

* Ensure that all Sense Scotland administrative and financial procedures are followed including banking, weekly returns, maintenance of petty cash account, performance returns, van collection and volunteer records.
* Ensure that all sales are properly recorded.
* Ensure that all staff and volunteers’ possessions are kept in a safe and secure place during trading hours.
* Ensure that the shop complies with all legislation regarding the display of insurance notice, Office Shops and Railway Premises Act, Fire Notice, Health and Safety at Work notice and all other legal requirements.
* Keep and maintain a staff notice board.
* In conjunction with the Manager, inspect the building regularly, both interior and exterior, and inform Senior Shop Managers of any defects or maintenance problems.

**Other Responsibilities**

* Fulfil whatever mutually agreed additional duties are deemed necessary.
* Travel within local region where required in the performance of the job, to provide cover in another shop, or for training activities.

**Values**

* Be open and honest
* Recognise individual worth
* Build relationships through trust
* Act on the basis of individual aspirations and needs
* Be accountable for our actions

**Person Profile**

It is essential that the Assistant Shop Manager will have/be:

* Previous retail sales experience.
* Good communication and interpersonal skills, together with an ability to communicate with the public in a manner consistent with a retail environment
* The ability to work in a ‘public’ environment and an ability to cope with, at times, hard physical work.
* The ability to motivate voluntary staff in order to ensure productive working practices.
* Numerate to a level which ensures correct till and banking procedures are carried out.
* Able to show flexibility in work commitment i.e. ability to give extra work time in order to ensure the success of the shop in terms of sales and presentation.
* The ability to adapt to new work situations and use initiative in solving work related problems.
* Tact and diplomacy when dealing with others.
* Personal presentation standards to be in keeping with a retail sales environment.

**It is desirable, but not essential, that the Assistant Shop Manager has:**

* Charity retail experience.
* The ability to cope well under pressure.
* A driving licence and use of a car.

**Skills**

There is a broad range of skills required to meet the demands of this post. The

Assistant Shop Manager should relate easily and well to others, be a good organiser

and be prepared to learn.

**Hours of work:** 15 hours per week

**Holidays:** 24 days annual leave, plus 12 public holidays. (Pro rata for part time)

**Probationary Period:** 12 months