

JOB DESCRIPTION

Job Title: Charity Shop Deputy Manager

Department: Income Generation and Marketing

Responsible to: Shop Manager

Location: Willow Burn Hospice, Lanchester, County Durham
 Post will require travel across our shops (currently Stanley, Consett and Lanchester)

Job Purpose

To promote the ideals of Willow Burn Hospice (WBH) and be a positive ambassador.
 To be assist the Shop Manager in the effective operation of one of our shops and in particular for the day to day running of the shop, optimising sales, maintaining effective stock levels, assisting with housekeeping and health and safety. You will also be required to manage and train our dedicated shop volunteers, carry out all retail related administration and ensure WBH policies and procedures are adhered to at all times.

Why work with us

Willow Burn Hospice is an inspiring, friendly and rewarding place to work and from your first day with us you will be truly making a difference in Derwentside. Other benefits of working at Willow Burn Hospice include:

- Competitive holiday entitlement
- 20% off in The Willows Café
- 10% in the Willow Burn Hospice Charity Shops
- 24/7 access to an employee assistance programme
- Training opportunities

3. Key Tasks / Duties and Responsibilities

Optimising Sales

To ensure the shop is competing effectively with local competitors.
 To ensure all volunteers maintain a high standard of customer care.
 To promote the store in the local community.
 To promote gift aid.

Maintaining Effective Stock Management & Merchandising

To assist with pricing of items for sale
 To research to ensure the highest possible resale value of donated stock.
 To apply suitable display, merchandising and window dressing standards.
 To control stock density and rotation.
 To initiate local stock and sales promotions.

Volunteer Management & Training

To assist the Shop Manager in managing and delegating work to volunteers ensuring satisfactory performance.

To support the volunteer team in the shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.

Administration

To be aware of Trading Standards Regulations in the shop and ensure volunteers are aware of these.

To apply WBHs financial procedures.

To assist the manager in completing gift aid paperwork.

Premises Management

To provide cover for Shop Managers in other stores as required by the Retail Operations Manager - this could include rotational periods, sickness or holiday cover.

To ensure shop housekeeping is to WBHs standard.

To take day to day responsibility for shop interior.

To ensure all shop equipment is kept in good working order.

To inform the Shop Manager of necessary repairs and maintenance.

To follow and comply with risk assessments.

Security

To act as a shop key holder.

To ensure the security of shop takings.

To provide best circumstances for the personal security of volunteers.

To ensure that security procedures are understood and implemented by all volunteers.

Risk Management including Health & Safety

To adhere to WBH's Health and Safety policy as set out in WBH's Health and Safety policy statement.

To attend all health and safety training WBHs deems mandatory.

To adhere to the responsibilities as set out in the relevant WBH policies related to the management of risk.

To attend all induction and ongoing risk management and health and safety training as required by WBHs.

To monitor and maintain a safe working environment and working practices at all times and report any unsafe conditions or potential hazards.

To ensure that good manual handling practices are followed.

Working Relationships and Team Working

Establish effective working relationships with colleagues and work within the overall requirements, thus contributing to the successful operation of the Hospice.

Attend meetings as required.

Manage ad hoc projects as required.

Develop strong working relationships with all managers, staff and volunteers to support the smooth operational running of WBH.

Contribute to the maintenance of WBHs credibility and reputation in the area.

Work as a positive team member at all times and in accordance with WBH's Respect at Work Policy and Procedure.

Responsible for adding value and expertise on an as required basis

Conduct

Behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of WBH.

Adhere to all WBH's policies and procedures to ensure that these are maintained at all times.

Other

Undertake any other duties as appropriate within the post holder's competence and general level of responsibility of the post, as required by the Shop Manager.

The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Job Title: **Deputy Shop Manager**

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS TRAINING & EDUCATION	Level 4 (or grade c) GCSE English & maths Relevant Microsoft package experience (Word, Excel, Outlook)	A Minimum of 4 GCSE Grade 4 and above Sales training
EXPERIENCE	Some retail experience Previous Customer service skills Previous experience of working with the public Experience of working with Microsoft Office Package in particular Word, Excel, Outlook	Some experience of fundraising Working with volunteers Gift Aid Previous experience of selling goods on eBay
SKILLS, APTITUDES & ABILITIES	Empathy with WBH values and the environment Excellent people skills Excellent verbal and written communication skills Analysis and effective response to sales data and income data Able to handle a varied and busy workload Excellent organisation skills	Handling Customer Complaints
KNOWLEDGE	Knowledge of WBH's values and environment High Volume Retailing	Trading Standards Knowledge of Charity sector,
PERSONAL	Able to develop good working relationships and communicate effectively.	Empathy with WBH values and

QUALITIES AND ATTRIBUTES	<p>Able to lead a team of volunteers and work as a member of that team</p> <p>Able to work independently</p> <p>Decision maker</p> <p>Self -motivated.</p> <p>Resilient.</p>	environment
OTHER	<p>Flexible and willing to adapt working pattern and location depending on operational demands</p> <p>Smart/professional appearance</p> <p>Ability to travel and meet the needs of the job.</p> <p>This requires a DBS clearance</p>	

