

Assistant Shop Manager

Job Description

Job Purpose

To support the Shop Manager and in their absence lead and manage a shop team to drive forward a top selling sales culture both on the shop floor and using online selling platforms, to ensure required targets are achieved, and customers and donors receive the highest standards of customer service.

Key Tasks

1. Working with the Shop Manager to develop a short to medium term shop plan to include targets and key performance indicators, customer profile and engagement, volunteer support, North Yorkshire Hospice Care's brand recognition and new ideas and promotions to increase sales.
2. To help ensure that the shop provides exceptional standards of customer service and a positive shopping experience, supporting all members of the shop team to meet the same standard. To strive to make each customer and donor interaction the best it can be to enhance customer relationships, increase customer loyalty and accelerate shop growth.
3. In the absence of the Shop Manager to take responsibility for managing the shop costs and sales budget and proactively develop and implement plans to recover any shortfall so that targets are maintained throughout the year.
4. With the appropriate guidance from the Shop Manager and HR & People Team to lead and manage a strong, knowledgeable, and commercial shop team through effective recruitment, induction, appraisal, training, and performance management processes.
5. To assist in regular shop visits with the Retail Area Manager to discuss areas such as shop plan progress, shop performance including key KPIs, ASP, sales space analysis, and profit, team, training, operational issues, shop design and layout, new ideas and health and safety.
6. In the absence of the Shop Manager manage the day to day operation of the retail store ensuring policies and procedures are adhered to, that the required standards for health and safety and trading standards are met and that excellent standards in housekeeping and merchandising are maintained.
7. To assist in the security, maintenance and cleaning of the shop premises, reporting any faults and damage promptly for action. To have an

understanding of the shop lease terms in respect of repairs and maintenance to be able to contribute to refurbishment planning.

8. To support the whole shop team in maximising the use of the EPOS system and promotion of Gift aid. To use the information from EPOS system to support and evidence performance management, team management and customer profiling for the shop. To be accountable for the shop takings, ensuring that correct records are maintained and provided to the Finance Team in line with procedures.
9. To prepare donated goods for display, maintaining an attractive display to maximise the turnover of stock. To ensure that items are marketed to attract the highest price making use of alternative means of selling such as ecommerce as necessary.
10. To work collaboratively with the retail team to support relief cover, share best practice and ensure donations are maximised through store transfers rather than through recycling.
11. To ensure the safe disposal of all waste goods and refuse, maximising any income which can be generated from recycling.
12. To support any ecommerce opportunities, to actively source any items of value that would reach a larger audience through an online platform and either sell using an appropriate site or send the items to the appropriate store for listing and selling.
13. To work with the Community Relationships Team to proactively support the marketing of the stores and sales and fundraising promotions.
14. Attend and participate in meetings, training and other fundraising events as part of the fundraising team.
15. To ensure that any safeguarding concerns are identified and reported in line with NYHC policy and procedure.
16. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.

To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity, inclusion, and diversity.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Terms and Conditions

Responsible to: Shop Manager

Responsible for: Shop Team

Salary: Internal scale

Hours: 22.5 hours per week including weekends and bank holidays

Location: NYHC sites

1. Person Specification

What is required?	Is it essential or desirable? <i>Essential = E Desirable = D</i>	How is it assessed? <i>Application = A Interview = I Task/Assessment = T</i>
Education/Qualifications		
1. Good general education	E	A
Experience		
1. Experience of charity, commercial or independent retail at assistant manager level or above	E	A/I
2. Experience of working to and achieving targets.	E	A/I
3. Experience of managing or leading a team	E	A/I
4. Experience of working with an EPOS system.	E	I
5. Experience of selling online	D	I
Knowledge/Skills		
1. Empowering people manager.	E	A/I
2. Excellent communicator.	E	I
3. Excellent customer service skills.	E	I
4. Strong sales skills, including identifying	D	I

opportunities to increase sales, reduce costs, manage stock and improve recycling and waste efficiency.		
5. Ability to design, implement and monitor a shop plan.	D	I
6. Ability to manage budgets and monitor targets, KPIs, ASP and sales space.	D	I
7. Merchandising skills.	D	I
8. Good logistics skills.	D	I
9. Good organisational skills.	E	I
10. Good numeracy skills.	E	I
11. Knowledge of furniture, collectables and vintage items.	D	I
12. Knowledge of retail health and safety and trading standards.	E	I
13. Understanding of shop lease responsibilities for repairs, maintenance and refurbishment.	D	I
14. Skilled in Gift Aid management and administration.	D	I
15. Understanding of working with volunteers.	D	I
16. Able to work independently and as part of a team.	E	I
17. Working knowledge of Microsoft Office, Teams and/or Zoom.	E	I
18. Understanding of data protection and GDPR.	E	I
19. Good safeguarding understanding.	D	I
Personal Attributes		
1. Passion for sustainable retail and awareness of market trends.	D	I
2. Values-led, accountable and leads by example.	E	I
3. Thrives in fast-paced, challenging and unpredictable environments.	D	I
4. Works calmly under pressure across varied tasks.	E	I
5. Collaborative and seeks out and supports opportunities to support whole business and not silo needs of individual store	E	I
6. Able to deal sensitively and professionally with enquiries and contacts from the public	E	I
7. Flexible working practice with ability to work unsocial hours when required	E	I
8. Demonstrate a commitment to NYHC's	E	I

aims and objectives through its core values and behaviours		
9. Promote and sustain a responsible attitude towards diversity and inclusion within NYHC	E	I
10. Demonstrate a commitment to on-going learning and development and to participate in any training relevant in the role	E	I
11. Ability to manage physical aspects associated with the role	E	I
12. Ability to travel between shops and hospice when required	D	I