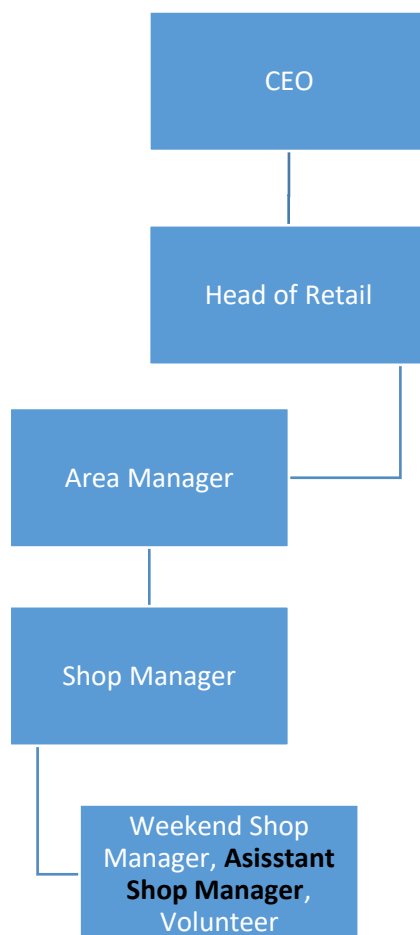




Job Title:	ASSISTANT SHOP MANAGER – MUSWELL HILL
Department:	Retail
Location:	As designated, with the flexibility to move to different shops within the All Aboard portfolio as directed
Reporting to:	Shop Manager
Job Purpose:	Responsible for assisting with the day to day running of the shop including meeting sales targets, minimising costs, encouraging donations, delivering excellent customer service, helping to manage volunteers, and adhering to Health and Safety laws and guidelines
Direct Reports:	None

Position in Organisation



KEY RESPONSIBILITIES

Key Accountabilities	Tasks
Sales & Profit	• Assist in achieving agreed sales targets for the shop • Take all opportunities to maximise sales
Day-to-day Duties	• Assist in all day to day tasks such as processing donations, serving customers, dealing with queries, and keeping the shop clean, tidy and well presented. • Follow stock processing and management systems implemented by the shop manager • Encourage and welcome donations from all sources • Generate additional stock donations through local leads and relationships • Encourage ALL eligible donors to Gift Aid their donations, and ensure goods from these donors are processed in a timely and correct manner • Ensure all stock offered for purchase is safe, legal to sell and in adherence with company guidelines • Follow company visual merchandising guidelines • Comply with company financial procedures, particularly in respect of use of the till, cashing up and security & banking of monies • Comply with company insurance policy requirements so as not to invalidate insurance (for example, locking away personal belongings and large amounts of cash) • Assist the shop manager to develop volunteers to ensure they achieve their maximum potential • Monitor and respond to communications from the company as required • Ensure the shop presents a positive impression of All Aboard as a company • Promote the activities and services of All Aboard and encourage volunteers to do so • Be a responsible keyholder for the premises when required
Customer Service	• Create a warm and welcoming atmosphere for customers • Greet customers in a positive and pleasant manner • Ensure enquiries are addressed in a helpful and courteous manner • Assist customers with their selection of purchases and suggest items which may be desirable • Take opportunities to upsell where appropriate
People Management	• Assist the shop manager to manage volunteers, including the delegating of duties where necessary
Health & Safety	• Ensure all relevant Health & Safety laws and guidelines are followed • Ensure safe working practices are in place

	• Ensure floors, walkways and surfaces are kept clear from obstructions and hazards • Ensure all safeguarding measures put in place by management are adhered to • Alert your line manager of any Health & Safety concerns at the earliest opportunity
Deputising for the Manager	From time to time you may be asked to deputise for the shop manager. If asked to do so additional tasks will include (but are not limited to): • Ensuring the shop is open during agreed trading hours • Maintaining stock density to agreed levels • Additional responsibilities around cash and property management • Responsibility for managing other shop staff and volunteers • Responsibility for completing and returning required paperwork in a timely manner • Ensuring all directives from the Area Manager, Head of Retail and Head Office staff are implemented
Other	• Carry out any other reasonable tasks or duties as requested

Dimensions and limits of authority / influence

- Participation in the management of volunteers
- When deputising for the shop manager, you will have delegated authority for cash reconciliation, petty cash and All Aboard's Property

Physical Effort

The position may be physically demanding, involve long periods of standing, considerable bending, lifting of potentially awkward loads and moving stock up and down stairs or in and out of premises

Qualifications, Skills and Experience - Essential (E) / Desirable (D)

Qualifications and/or Experience

Good standard of general education to GCSE level or qualified by experience (E)
Experience of retail and/or customer service (E)
Experience of working in a fast paced, sales driven, customer facing environment (D)
Experience of working with sales & profit targets (D)
Experience of charity retail (D)
Experience of working with EPOS till systems (D)

Skills

Good communication skills (E)
Well-developed interpersonal skills (E)
Good time management and the ability to prioritise (E)
Ability to work effectively under pressure and to timelines (E)

Good written and numeric skills (E) Commitment to positively promote the Charity and its work (E) Adaptable to change (E) Comfortable using IT systems (D)

Knowledge

Principles of customer service (E) Commercial awareness (D) EPOS Till systems (D) Gift Aid process (D) Awareness of collectables / antiques / fashion and clothing (D)
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OTHER DUTIES

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of the Area Manager or Head of Retail.

ASSISTANCE

The Charity has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of the job, in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety and Safeguarding.

CONFIDENTIALITY

You should be aware of the confidential nature of the Charity environment and/or your role. Any matters of a confidential nature, relating to, the organisation, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

JOB DESCRIPTION

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Charity.