

Assistant Shop Manager Job Description

Job Title:	Assistant Shop Manager
Responsible to:	Shop Manager
Location:	Enniskillen
Hours:	21 hours per week: Monday, Friday and Saturday 9.30am - 5.00pm, with flexibility to cover holiday periods
Salary:	£11.85 per hour and Pension Scheme

Summary of main responsibilities

- To assist with the running of the shop with the aim of achieving optimum profit by maximising sales and controlling direct shop expenses.
- To assist with the management of staff and volunteers in order to ensure the efficient running of the shop.
- To ensure financial procedures are adhered to regarding cash handling, banking and associated administration.
- To promote and manage Gift Aid in order to drive additional income for Cancer Focus NI.

Specific Duties

Finance and Security

- Drive sales and control costs to ensure that sales and profit targets are achieved.
- Review Profit and Loss report with Branch Manager.
- Ensure cash handling, banking and till procedures are adhered to in accordance with the Cancer Focus NI cash and security rules.

Commercial

- Review weekly departmental sales and action any required layout changes.
- Maintain high standards of merchandising and display.
- Provide excellent customer service and promote best practice within the shop.
- Implement seasonal layout and window displays to maximise sales.
- Ensure Cancer Focus NI information leaflets are on display and easily accessible.

Operations

- Encourage donations and prepare stock to ensure that the shop is stocked to agreed levels.
- Price stock to return maximum income for the shop.
- Liaise with Retail Office for donation pick-ups or deliveries.

Human Resources

- Support Shop Manager in the recruitment, training and development of volunteers.
- Communicate and motivate volunteers to ensure high morale.
- Manage and delegate tasks to volunteers and provide feedback or any concerns to the Shop Manager.
- Participate in all relevant training and initiatives provided by the charity.
- Be prepared to work at various locations as required.

Gift Aid

- Promote donor sign-ups for Gift Aid and input all Gift Aid donors' personal details to ensure data protection and accuracy.
- Process Gift Aid items with correct individual barcode and price accordingly. Review weekly Gift Aid report with the Shop Manager.

Management Reporting

- Complete End of Day procedures and run daily departmental reports.
- Complete Weekly Sales summary and return to the Retail Office with all till and banking slips in the absence of the Shop Manager.
- Report Weekly Sales total to Head of Retail each Friday in the absence of the Shop Manager.
- Read Weekly Report email and communicate any concerns or queries with Shop Manager.

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Personnel Specification

Assistant Shop Manager

The Personnel Specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address, in completing your CV each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Essential Criteria

- Relevant retail sales experience in the fashion / clothing trade.
- Numerate with the ability to calculate figures and competently undertake administration.
- Experience of dealing with customers and providing excellent customer care.
- Knowledge of selling and merchandising.
- Able to cover holiday periods as agreed with the Shop Manager.
- Computer literate.

Desirable Criteria

- Experience of working in charity retail.
- Experience of managing, motivating and training staff and volunteers.