

Job Description

Assistant Shop Manager

Reports to:	Shop Manager
Hours:	21 hours per week (Monday, Friday & Saturday, with flexibility to work additional hours to cover holiday periods)
Location:	68 Main Street, Bangor BT20 5AA
Campaign Service/Cause:	Retail Operations
Remuneration:	£22,653.75 pro-rata (FTE 35hrs)

Overall Purpose of Post

Cancer Focus Northern Ireland are seeking an Assistant Shop Manager for our busy Bangor shop. If you have retail Management experience and a passion for driving sales and profit to meet budgets, then we would love to hear from you. Income raised in our charity shop supports local cancer patients on their cancer journey, so your contribution will help to make a difference.

Key Responsibilities

- To assist with the management 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 in order to return maximum income for the shop.
- Liaise with Retail Office for donation pick-ups or deliveries.

Human Resources:

- Support the Shop Manager in the recruitment, training and development of volunteers.
- Communicate with 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 whilst ensuring 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 upload all relevant admin to SharePoint files 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.

Person Specification

Assistant Shop Manager

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

Essential Criteria

- 1 year's Management or Supervisory retail sales experience in the fashion / clothing trade.
- Computer literate with capability to complete weekly admin processes.
- Cash handling and till experience.
- Customer service experience.
- Merchandising and display skills.
- Excellent communication skills.
- Flexibility to work additional hours to cover holiday periods.

Desirable Criteria

- Experience of working in charity retail.
- Experience of managing and training Volunteers in a charity retail environment.

Additional Information

Terms and Conditions of Employment

- Successful applicants must provide proof of their right to work in the UK. (This will be evidenced in the first instance by being in possession of a British or Irish passport or a valid UK Work Permit).
- Satisfactory reference checks.
- 12 months probationary period.

Benefits

- Flexible working policy.
- 25 days Annual Leave, plus statutory days (pro rata for those working less than 35 hrs per week).
- 2 additional days of annual leave after 5 years' service and a further 3 days after 10 years' service.
- Enhanced Maternity / Adoption Pay.
- Enhanced Occupational Sick Pay Scheme.
- Contributory Pension Scheme.
- Cycle to Work Scheme.
- Mileage Allowance at the prevailing HMRC rate.
- Life Assurance.
- Healthcare Plan.

Disability

Cancer Focus NI is an Equal Opportunities Employer and all applications are dealt with in accordance with the Disability Discrimination Act. A person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Cancer Focus NI is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Application Process

The closing date/time for submission of CV and cover letter is 5.00pm, 6th October 2025.

Interviews: week commencing 13th October 2025

If you would like to apply for this role, please submit an up-to-date copy of your CV and cover letter before this date/time to: hradmin@cancerfocusni.org or, mailed to:

**Human Resources, Cancer Focus NI,
40/44 Eglantine Avenue, Belfast, BT9 6DX**

We cannot accept submissions after the closing date/time.

Guidance Notes on Applying for role

Please ensure your CV is up-to-date and accurate. Cancer Focus NI will not make assumptions from the title of your post(s) or the nature of any employing organisation(s) as to your skills and experience gained.

- If you do not provide sufficient detail, including the appropriate dates needed to meet any eligibility criteria, your application may be rejected.
- ONLY the details provided by you in your CV and cover letter will be used for determining your eligibility for the post/shortlisting purposes.

Contact Details

If you have any enquiries regarding the recruitment process, please contact Gwyneth Richards (hradmin@cancerfocusni.org) or phone 028 9066 3281.