



## Shop Assistant Manager

**Area of Work:** Shop Based

**Responsible to:** Shop Manager (Head of Retail when absent)

### Department Objectives

The Hospice provides all its services free of charge to the patients and their families. The objective of the retail department is to raise and contribute funds primarily through its group of shops, maximising the profit potential of each shop and growing the business through expansion.

### Role within the Department

The Assistant Manager is responsible for supporting the shop manager with the profit and smooth running of their unit as well as making a positive contribution to the overall profit of the department through teamwork and co-operation with colleagues.

### Specific Objectives:

To generate income for the hospice; working to sales and costs targets set with the Head of retail. Helping the Shop Manager to lead and develop an effective and motivated shop team. Providing the best possible standards of visual merchandising and customer service in order to uphold and enhance the excellent reputation of Treetops Hospice Care in the community.

### Key Tasks and Responsibilities

1. Assisting with: Recruitment, management and training of shop team – primarily volunteers
2. Helping to organise rotas so the shop is suitably staffed at all times during opening hours
3. Driving sales to budget and control costs alongside the shop manager
4. Offering a consistently high standard of customer service and visual merchandising
5. Take in, rotate, display and price new and donated goods
6. Uphold paperwork systems, record keeping and back-office organisation and reports as needed by the shop manager

7. Ensure company procedures on cash handling, security, health and safety and trading standards are upheld
8. Work closely with other shop teams in sharing of skills, staff cover, stock and ideas in order to benefit the department
9. Attend any training or meetings as required by the shop manager or the hospice and be prepared for temporarily working elsewhere in the department should the business require it
10. Deputise for the Shop Manager during holidays and absence

### **Other Tasks and Responsibilities**

1. To promote and enhance the work of Treetops through knowledge of the hospice, sharing information with the manager and team, and helping with projects and advertising with the other fundraising departments
2. With the guidance of the Shop Manager utilise the resources available to assist you such as the volunteer services and human resources departments, and the warehouse and van team
3. Help the Shop Manager to encourage team morale through involvement, recognition and confidence building through positive delegation and support. Respect both the strengths and limitations of individual team members
4. Support the Shop Manager in dealing swiftly and fairly with underperformance and seek advice with any HR issues
5. Housekeeping and maintenance – keep the shop and back areas clean, tidy and safe. Look after all shop equipment and report any maintenance issues promptly

### **Key Competencies and Skills Requirements**

- A positive, flexible, team-playing attitude
- Willingness to learn and take direction as well as use initiative
- Smart personal appearance
- Good verbal and written communication skills
- Effective time management and organisational skills
- Knowledge of retail, customer service and working to budgets
- Experience of people supervision and cash handling
- Visual merchandising – ability to display donated and new goods to best advantage
- Ability to lift, move and sort a wide variety of donated goods