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| <b>JOB DESCRIPTION</b> |
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**JOB TITLE:** Assistant Manager

**REPORTS TO:** Shop manager

**ACCOUNTABLE TO:** Shop manager

## OVERALL OBJECTIVES

**To:**

To assist in raising funds to meet the **ellenor** annual target by working with all members of the **ellenor** team and to ensure the smooth running of the shop. This will include the recruitment, training and supervision of volunteers, maintaining high levels of cleanliness and tidiness within the shop, sorting, pricing and displaying goods, serving customers and managing banking and returns in relation to shop. Flexibility and willingness to cover other shops for commercial purposes.

## POST SPECIFICATION:

### Main Responsibilities:

1. Work with the shop manager to recruit, motivate, train and support shop volunteers
2. Flexibility and willingness to cover other shops for commercial purposes.
3. Maintain or exceed the minimum retail standards when sorting, pricing and displaying donated goods.
4. Work with the shop manager to manage the stock control for new goods and ensure all new goods are displayed to maintain or exceed minimum retail standards.
5. Manage stock levels on a daily basis to maximise sales.
6. Manage staff and volunteers to ensure the smooth running of the shop.
7. Work with the shop manager to prepare shop rota for staff and volunteers to ensure the shop is open as advertised at all times.
8. Serve customers, whilst setting high standards of courtesy and friendliness and ensure that your team is always friendly and helpful.
9. Monitor the shops progress against targets and take appropriate action in line with **ellenor** directives.
10. Manage and drive the store to hit gift aid targets on a weekly basis.

11. Ensure all donated goods value is maximised through processing and transferring efficiency
12. Maintain extraordinary levels of tidiness on the shop floor and in other shop areas.
13. Manage a safe working environment by following Health and Safety procedures and undergoing/delivering training as required.
14. Organise and execute retail cash operations procedures and day-to-day banking, ensuring necessary returns are sent to **ellenor** on time.
15. Attend Shop Managers meetings as scheduled.
16. Represent **ellenor** within the local community.
17. Make yourself aware of what is going on at **ellenor** and act as an ambassador for the charity within the community
18. Attend statutory and mandatory training sessions.
19. Any additional duties as reasonably required by Line Manager

### Management and Professional Accountability

1. Demonstrate the ability to work effectively and reliably as part of the **ellenor** retail team
2. Demonstrate the ability to manage own workload whilst prioritising and communicating effectively
3. Recognise and work within budgetary constraints
4. Ensure the economic use of resources
5. Report any defects in equipment to the shop Manager
6. Be aware of and comply with all the Organisation's statutory policies and procedures as appropriate.
7. Provide accurate verbal and written reports as required.
8. Ensure safe working practices are maintained, with particular reference to the environment, equipment and vehicles.
9. Ensure all property of **ellenor** is secure and accounted for appropriately including, but not limited to, cash and stock.

### Education, Training, Research and Personal Development

1. Participate in the **ellenor** appraisal system.
2. Identify own learning needs and participate in the planning, development and implementation of a personal development plan.
3. Attend mandatory training as requested.
4. Participate in in-service education programmes as appropriate.

### REVIEW AND APPRAISAL

An annual appraisal and at least a 6 month review will be undertaken by the shop Manager. However, there will be regular ongoing review and the post holder may request an informal appraisal and/or review at any time.

This job description is not intended to be a complete list of duties and responsibilities, but as a guide for information about the post. It will be amended and developed in the light of experience and will be the focus for objective setting in the annual appraisal.

General

- To be aware of the philosophy of **ellenor** and to behave as a fit representative
- To abide by the **ellenor** general confidentiality policy
- To be aware of guidelines stated in staff handbook and all relevant policies and procedures

Postholder's Name: .....

Postholder's Signature: .....

Date: .....

Manager's Name: .....

Manager's Signature: .....

Date: .....