



*ellenor.*<sup>x</sup>  
hospice care in your home or ours

# Job Description

Assistant Shop Manager

[ellenor.org](https://ellenor.org)

 01474 320007

Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



**Job Title:** Assistant Shop Manager

**Department:** Retail

**Contract Terms:** Permanent, 22.5 hours per week, Monday to Saturday

**Salary:** £13,420 per annum

**Location:** Welling

**Responsible To:** Head Of Retail

**Accountable To:** Director of Operations

**Manages:** Volunteers

## About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).



# Scope and Job purpose

## Role Purpose:

The Assistant Manager will be responsible for the day-to-day running and income generated at the retail shops under their remit. This role involves effective management of resources, budgets, and personnel.

## Internal Key relationships

- Retail Shop managers
- Distribution Team
- Ecommerce Team
- Retail volunteers
- Marketing Team
- Maintenance

## External Key relationships

- Cash Register Supply Co - CRS
- Acopia
- Infinity



# Main Duties and Responsibilities

- Always ensuring great customer service and acting professionally on the premises.
- Assist in ensuring that donated stock is steamed/cleaned, priced, and displayed in line with visual merchandising standards to maximise income for **ellenor**.
- Ensuring stock levels on the shop floor are maintained and that the Manager is aware of stock needs daily.
- Assisting the Shop Manager with accurate staffing and volunteer levels so that the shop is open and adequately staffed for peak periods.
- Performing annual performance reviews with the Shop Manager.
- Encouraging an open, honest, and welcoming working environment for staff and volunteers.
- Maintain extraordinary levels of tidiness on the premises.
- Maintain a safe working environment by following Health and Safety procedures and undergoing training as required.
- Opening and closing the retail unit, ensuring that correct procedures are followed for banking, daily returns etc.
- Being aware of communications and events at **ellenor** and acting as an ambassador for the charity within the community.
- Assist the Shop Manager in monitoring the shop's progress against targets and take appropriate action in line with Hospice directives.
- Comply with statutory and mandatory training.
- To ensure the security of the premises is maintained and that all retail policies and procedures are followed.
- Ensuring the effective recruitment of staff and volunteers in accordance with the Organisation's policies and procedures.
- To raise any concerns to the Shop Manager and Head of Retail in a timely manner.



# Person Specification

All criteria are essential unless stated otherwise.

**Job Title:** Assistant Shop Manager

## Education / Qualifications

Good Standard of General Education

## Experience

- Retail Supervisory Experience, including management of staff.
- Experience working to KPI's and cash management.



## Knowledge, Skills, and Attributes

- An effective team player with excellent communication skills, able to interact successfully with staff, volunteers, and members of the public.
- Ability to self-motivate, work autonomously and think independently.
- Honest, reliable, and able to offer flexibility in working hours to suit the demands of the role.
- Maintaining a smart appearance.
- Demonstrate the ability to prioritise.
- Is committed to the cause, staff values and philosophy of **ellenor**.
- Excellent timekeeping.

- Knowledge of product pricing
- Good level of IT literacy
- Driving Licence/Car Owner or the ability to travel around (Desirable)

### General:

- To be aware of the philosophy of **ellenor** and to behave as a fit representative.
- To abide by the Hospice's general confidentiality policy.
- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
- To undertake a bi-annual performance review when a personal development plan will be discussed and developed.