

<b>JOB TITLE:</b>	Assistant Manager
<b>RESPONSIBLE TO:</b>	Shop Manager
<b>ACCOUNTABLE TO:</b>	Area Retail Manager
<b>LOCATION:</b>	Swanley, BR8 7TL

### **Main duties and responsibilities:**

- Ensuring great customer service at all times 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.

### **Personal Specification:**

- An effective team player able to interact successfully with staff, volunteers, and members of the public.
- Ability to self-motivate and work autonomously.
- 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.

- To prioritise workload and think independently.

**General:**

- To be aware of the philosophy of **ellenor** and to behave as a fit representative.
- To abide by the Hospices 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.

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.

Postholder's Name: .....	Date: .....
Postholder's Signature: .....	
Manager's Name: .....	Date: .....
Manager's Signature: .....	

PERSON SPECIFICATION  
ASSISTANT MANAGER

	Essential	Desirable
<b>EDUCATION AND QUALIFICATIONS</b>		
Good Standard of General Education	X	
<b>EXPERIENCE</b>		
Retail Supervisory Experience, including management of staff.	X	
Experience working to budgets, KPI's and cash management.	X	
<b>KNOWLEDGE AND SKILLS</b>		
Knowledge of product pricing		X
Great interpersonal skills with the ability to communicate with a diverse range of people	X	
Ability to prioritise own workload, time management and deadlines.	X	
Good problem-solving, numerical and analytical skills		X
Driving Licence/Car Owner		X
<b>PERSONAL CHARACTERISTICS AND QUALITIES</b>		
Must be able to work in a team and be a team player	X	
Confident, professional attitude and organised	X	