

Job Description and Person Specification

Job Title:	Deputy Store Manager
Line Manager:	Store Manager
Professionally Accountable to:	Retail Director
Location:	Various
Hours of Work:	Various including Weekends and Bank Holidays (on a rota basis)

Job Purpose:

- To be responsible for the day to day management of the charity shop including volunteers, stock management, merchandising, health and safety and financial procedures, in the manager's absence.
- To develop and maintain excellent relationships with both customers and donors
- To achieve sales and profit targets, by maximising sales and controlling direct shop expenses, in the manager's absence.
- To provide high quality line management and training to volunteers.
- To work as a supportive team player and as an ambassador for the Hospice working cohesively with hospice staff and volunteers to positively promote the charity at any available opportunity.
- To maintain good relations with the shop, hub and distribution/logistics staff

Responsibilities:

SALES

- Achieve profit targets by maximising sales and minimising costs.
- Ensure that the high standard of service to customers that is expected by WHC is maintained at all times.
- Implement any promotion in the store as directed by Retail Director, your Area Manager or your Store Manager.
- Ensuring stock is generated over the door by members of the public and donors sign up to the Gift Aid scheme
- Ensuring all stock is sorted, priced and steamed before going onto the Store floor.

SHOP APPEARANCE

- Maintain a high standard of presentation, both in the windows and the interior of the shop.
- Ensure the sales floor layout is as per the current Sales Analysis guidelines in conjunction with your line manager or Area Manager.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the Store, including the sales floor and stockroom areas.

STOCK

- Actively encourage the public to donate saleable stock.
- Actively support the Store in achieving the required Gift Aid conversion rate.
- Adhere to Gift Aid procedure when processing Gift Aided donations.
- Price stock at a consistent level in accordance with WHC price guides.
- Ensure there is adequate stock available on the shop floor at all times, on all key lines (stock density), including hanging, ticketing and sizing all clothing as appropriate.
- Ensure the shop density is kept full by ensuring there is adequate stock available at all times (productivity).
- Rotate stock on a daily basis so that no garment remains on the shop floor for any longer than the agreed time limits.
- The role will demand moving sometimes high volumes of stock on a daily basis.
- Comply with all instructions regarding the sale and auditing of new goods.

STAFF

- Ensure that tasks are properly delegated to staff/volunteers in accordance with their training and abilities.
- Organise a rota to ensure the Store runs effectively and the sales floor and sort room tasks are allocated.
- Create an organised and pleasant working environment for staff and volunteers.
- Inform the Store team of business communications, promotions and information relating to WHC.
- Ensure that all staff/volunteers comply with WHC policies, procedures and specific retail protocols.
- Actively recruit the correct/specified number volunteers to deliver the stores objectives and KPI's.
- Provide training so they are able to perform their jobs efficiently and effectively.

ADMINISTRATION AND SECURITY

- Complete all relevant administration on time in accordance to WHC policies
- Bank daily according to WHC policy.
- Ensure that all WHC till procedures are adhered to and that cash is kept secure.
- Be the second named key holder with the Police.
- Notify the Store Manager or line manager in the event of a break in, suspected theft or security incident (this includes suspected dishonesty by staff/volunteers).
- Ensure that no unauthorised person is allowed to inspect the shop or examine sales or other records.

HEALTH AND SAFETY

- Provide a safe environment that protects all staff/volunteers, and the public.
- Comply with all Health and Safety (H&S) regulations as per WHC H&S Policy.
- Report any maintenance or Health and Safety issues in the shop to the Store Manager (and Area Business Manager if appropriate).
- N.B This role involves continuous manual handling of stock, in volume on a daily basis. It will require a reasonable level of fitness and exertion, including carrying stock up and down stairs on a regular basis.

Scope of Job Description

This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description is subject to periodic review and amendment.

PERSON SPECIFICATION – DEPUTY SHOP MANAGER

Criteria	Essential/ Desirable	How Evidenced & Assessed
Qualifications and Training		
<ul style="list-style-type: none"> ▪ Good standard of numeracy and literacy commensurate with GCSE Grade c or above in Maths and English ▪ NVQ Level 2 in Customer Service or equivalent experience ▪ An awareness of fashion and retail trends and how to relate these to capitalise on income. ▪ An awareness of how to identify and develop the market potential of a store and respond to local needs 	<p>E</p> <p>E D</p> <p>D</p>	<p>A/C</p> <p>A/C A/I</p> <p>A/I</p>
Knowledge, Skills and Experience		
<ul style="list-style-type: none"> ▪ Knowledge of Gift Aid, or demonstrable willingness to learn ▪ Demonstrate a full understanding of what is meant by exemplary customer service and evidence of delivering this consistently ▪ Working knowledge of Microsoft Office products including Word and Excel ▪ Ability to complete administrative paperwork ▪ Experience in a retail environment ▪ Experience of supervision to manage, delegate, motivate and improve the performance of staff to achieve targets ▪ Preparing and managing rotas and allocating work ▪ Experience of Health & Safety and fire provisions in a retail environment ▪ Experience in the charity shop environment ▪ Experience of working with and managing volunteers ▪ Familiarity with EPOS till system ▪ Be commercially aware of the High Street and have a keen interest in/knowledge of the latest fashion/trends in retailing ▪ Supervising staff/volunteers and stock taking. ▪ Working within retail or service industry with particular regard to customer service and contact, working in a team environment, basic administration, filing and simple analysis ▪ Working within fashion retail, with particular regard to floor layouts, merchandising, customer service and contact, working in a team environment, basic IT, administration and simple analysis of figures. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Communication and people skills		
<ul style="list-style-type: none"> ▪ Confident and effective verbal and written skills ▪ Team working skills ▪ Ability to empathise with people in challenging emotional situations ▪ Experience of equality and diversity ▪ Experience of recognising and valuing the contribution of others ▪ Experience of taking responsibility for own and team decisions and actions 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>

<ul style="list-style-type: none"> ▪ Able to take responsibility for your own and team's development and learning. ▪ Able to deal with any situation which may give rise to conflict. ▪ Able to work efficiently with the Store Manager and Store staff/volunteers, to create and maintain a positive and enthusiastic team. ▪ Able to add, subtract, divide and multiply up to four figures in order to maintain budgets and complete accurately weekly income/banking sheets. ▪ Able to handle cash and reconcile accurately. ▪ Able to initiate, develop and accept new ideas to generate income within a short time frame. ▪ Highly collaborative and team-focussed 	<p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
Organisational Skills		
<ul style="list-style-type: none"> ▪ Excellent organisational and time management skills ▪ Ability to work on own initiative ▪ Well organised, with the ability to prioritise immediate tasks 	<p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
Other Requirements		
<ul style="list-style-type: none"> ▪ Recognise the implication of working within a charity ▪ Flexibility and open mindedness ▪ Personal resilience and the ability to respond to change ▪ Passionate a with a 'can do' attitude ▪ Able to transport yourself within the retail area ▪ Hold a current and valid driving licence ▪ Have access to your own transport ▪ Flexible approach to working hours and days including working Saturdays, Sundays and Bank Holidays as appropriate and when required. Also assisting in area team, including cover at other Stores, if necessary. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

Key: E = Essential D = Desirable A= Application I = Interview C = Certificate