

Role Profile



Job Title	Community Shop Assistant Manager	Department	Retail
Reports to Manager	Community Shop Manager	Job Type	Income Generation & Community Engagement
Salary/Hours	£9,945 22.5 hours per week	Grade	Management
Purpose: To work across sites to assist the Community Shop Managers in the running of the shops, increasing income, management of the volunteer team and community engagement activity. To encourage repeat custom and donors through exception customer service & product offer.			

Responsibilities	Performance Measures	Values & Competencies
<ul style="list-style-type: none"> • Sorting, preparing and pricing stock for sale in the shop & online • Visual Merchandising & Display of Stock • Customer & Donor Care • Volunteer management, including: recruitment, development & training • Staff management in absence of Community Shop Manager • Health & Safety, Manual Handling, First Aid and Fire Safety adherence • Cash handling, banking and investigation of discrepancies. • Gift Aid compliance & maximisation • Creative and innovative donation generation • Management of shop house keeping • Playing a key role in the strategic planning of the shops activities • Being involved in community engagement activity (event & promotions) • Daily, weekly, monthly reports and paperwork • Till operation & servicing customers • Delegation of daily work load to the volunteer team • Working towards an ambitious target and clear KPIs • Increasing income overall & sharing best practice • Working with the CSM to find new revenue streams locally & increasing footfall in the shop through new demographics of customer & donor. • Any other relevant duties requested by the CSM or senior manager 	<ul style="list-style-type: none"> • Income Targets • Non-Financial KPI's • Volunteer Hours • Stock Generation • Customer Satisfaction • Health & Safety • Gift Aid • Community Events 	<ul style="list-style-type: none"> • Logic & Empathy • Working Together • Passion with Resolution • Strategic Thinking • Community Focused • Commercially Aware • Diverse Leadership • Building Lasting Relationships
	Dimensions & Stake Holders	Role Specific Knowledge & Skills
	<ul style="list-style-type: none"> • Volunteers • Shelter Staff • Shop Staff • Customers • Senior Management • Trustees • Donors • Local Community • Partners 	<ul style="list-style-type: none"> • Strong, Consistent Management • Ability to Adapt • Delegation • Recruitment & Retention of Volunteers • Strategic Thinker • Ability to generate income & work to targets.

Person Specification



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		Grade	Manager
Essential Skills, Expertise & Experience		Essential Skills, Expertise & Experience Continued...	
<ul style="list-style-type: none"> • Demonstrable analytical thinker with an understanding of retail • Health & Safety knowledge with in a retail environment • Customer Service focused • Numerate – able to interpret budget information • Literate – able communicate effectively at all levels in writing • Confident communicator even when the message is difficult • Excellent time management skills • Organised and methodical approach to back office practices • A strong team player who is also able to lead effectively • Management of small teams (preferably volunteer management) • A positive proactive attitude (especially in times of change) • Innovative, calculated risk taker • Creative approach to income generation within a retail environment • Willing to learn and develop within (and outside) of the role • Team focused, works well with others but can work alone • Understanding of the worth of an item for resale • Able to take direction but challenge appropriately when needed • Recruitment experience (including volunteer recruitment) • Personable but strong manager that gets the best from their team • IT literate & knowledge social media platforms. 		<ul style="list-style-type: none"> • A good listener that acts on what they have heard in a positive, effective way. • Always willing to play a larger part in the charity than the role they are in. • Understanding of charity stock sorting, pricing and culling systems • Impeccable housekeeping skills • Willingness to take part in mandatory and suggested training to benefit the charity and their self within their role. • Community engagement minded with a passion to bring in new business to the charity through events & educational activities. • Cash handling experience • Charity retail experience at a supervisory level • Always works within the organisations values and breeds dedication and loyalty within the team they manage • Fosters a “can-do” attitude to change & development of staff • Full, clean driving license. 	
		Desirable Skills, Expertise & Experience	
		<ul style="list-style-type: none"> • 2 years charity retail management experience • Worked with trustees and volunteers at a management level • Fundraising experience • Managed small/medium projects or events 	