

PERSON SPECIFICATION



Job title: Assistant Store Manager

Department: Retail

Responsible to: Store Manager

Grade: SG1

Job Purpose

This is a hands-on role providing support to the Store Manager to ensure the smooth running and overall success of the store. Helping to manage a dedicated team of volunteers, whilst maintaining the stock and premises to the required standard.

Requirements	Essential	Desirable	Evidence
Education/ Qualifications	Educated to GCSE / Level 2 with good standard of English and Maths	Education to A Level / Level 3 with good standard of English and Maths European Computer Driving Licence or ICT qualification	CV / Application Form Certificates
Previous Experience	Working in a retail or customer service environment Motivating staff or volunteers	Retail management experience Shop displays and merchandising Promotional campaign experience Experience of working with cash / credit /debit cards and responsibility for ensuring till tallies correctly at the end of the day Working with volunteers Supervisory experience	CV / Application Form Interview References

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Skills, Knowledge, Abilities	<p>Work independently and in a team</p> <p>To communicate with people from a wide range of backgrounds</p> <p>Able to prioritise workloads</p> <p>Organised and methodical</p> <p>Basic knowledge of MS Office products</p> <p>Excellent communication and customer service skills</p>	<p>Understanding of retail industry</p> <p>Knowledge of current retail market</p> <p>Understanding of display and merchandising.</p>	<p>CV / Application Form</p> <p>Interview</p> <p>References</p>
Attitude, Aptitudes & Personal Characteristics	<p>Able to work independently and in a team</p> <p>Highly flexible to working arrangements</p> <p>Reliable and hard working</p> <p>'Can do' attitude and willing to go 'the extra mile'</p>	<p>Good natured sense of humour</p> <p>Cheerful and outgoing</p>	<p>Interview</p> <p>References</p>
Other requirements (e.g., on-call/driving licence/shifts)	<p>Availability to work weekends.</p> <p>Ability to step up to manage store in manager's absence, including responding to out of hours needs as key holder to shop premises.</p> <p>Access to vehicle to respond to call out.</p>	<p>Full driving licence</p>	

Reviewed by:	Head of Retail	Date:	05-2022
Signed by employee:		Date:	