

# JOB DESCRIPTION



<b>Job title:</b>	Assistant Store Manager
<b>Department:</b>	Retail
<b>Responsible to:</b>	Store Manager
<b>Grade:</b>	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, is a key part of the job.

## Main Duties and Responsibilities

### Management

- Ensure customers are welcomed and treated courteously at all times.
- Liaise with the Store Manager to ensure that a paid member of staff is present in the shop at all times during opening hours.
- To assist with organising and managing a volunteer duty roster sufficient to cover the needs of the shop and to ensure it is displayed and accurate at all times.
- In conjunction with the Store Manager supervise all volunteers and assist with their on-going training.
- To assist the Store Manager where required.
- Working alternate Saturday's.

### Stock Control

- To ensure all goods are priced according to Retail Policies and maintain pricing knowledge of commercial retailers.
- To assist with operating a system of stock rotation and reductions, ensuring all stock being offered for sale is of a high standard and meets current legislative standards.
- To assist with organising an efficient and safe backroom where inward goods and stored items are clearly labelled ensuring all items are in their correctly labelled location.
- To ensure tax-paying donors are signed on to Retail Gift & Gain scheme.

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## Premises

- To ensure that the store is open at all displayed times and act as a key holder, registered with the local police, for the premises.
- To maintain a neat and tidy store within the “corporate” layout, ensuring a consistently high standard of cleanliness and hygiene is maintained in the store.
- To ensure that any goods left outside the premises overnight are removed promptly and appropriately each morning.
- To inform the Store Manager of any problems or damage pertaining to the premises.
- Ensure the site complies with Organisational Health and Safety Policy and any relevant Health and Safety regulations.
- To ensure the premises and volunteers comply with all relevant Trading Standards, Charity and other applicable legislations.

## Administration

- Assist in producing daily sales figures and submit weekly returns to the Finance department.
- Ensure the till is operated correctly and accurately.
- Ensure that cash reconciles with the till daily before leaving the premises.
- To maintain a high level of security of cash and stock, ‘cashing-up’ and bank takings daily or as directed.
- Comply with all retail marketing initiatives.
- Keep accurate records of goods stored in the warehouse.
- Deputise for Store Manager to cover annual leave, time off and sickness.
- To attend managers meetings if required, to ensure full understanding of developments of both the Hospice and the Retail Division.

## Application

- This role requires a great deal of flexibility and will include Saturday working.
- To operate in a team-working environment, sensitive to both individual and organisational needs.

## Professional

- Personal Development – To keep up to date on current developments appropriate to the duties and responsibilities of the post. To identify personal development needs, submitting to the Head of Retail for approval.
- Positively commit to annual staff appraisals and performance / competency reviews to ensure continued personal professional development.
- Participate in annual mandatory training programmes and attend further training as deemed appropriate by the Head of Retail.
- Read and be aware of all St. Michael’s Hospice policies and procedures and collaborate with colleagues to ensure that these are followed and observed at all times.

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## General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

<b>Reviewed by:</b>	Ann Schuster Head of Retail	<b>Date:</b>	07-2023
<b>Signed by employee:</b>		<b>Date:</b>	