**Job Description**

**Job title:** Assistant Shop Manager

**Reports to:** Shop Manager

**Hours:** 21 hours per week

**Salary:** £12.00 per hour

**Location:** 5-7 Westgate, Southwell. Notts NG25 0JX

**Beaumond House Hospice Care**

Through the doors of Beaumond House you will find a lively and vibrant space, filled with life and laughter.  Our staff, volunteers and patients alike bring hope and happiness together in a ‘home from home'. Patients are at the centre of all that we do. We therefore expect all those who come to join our team, in whatever capacity, to ensure that dignity, safety, and confidentiality of all patients is respected at all times and that all patients receive the highest possible standard of physical, psychological, and spiritual care.

**About the role**

This exciting opportunity gives the successful applicant the chance to make a real impact on our shop’s income. There is room to grow the business and achieve much more. Customers ‘love the positive vibe and buzz’ in the shop and the huge variety of stock. We are looking for an energetic Shop Assistant Manager to drive this shop forward to raise funds for our well-loved and supported local charity. We need someone who can think outside the box and is creative and forward thinking. Someone who can manage the physical aspect of the shop and who can support the Shop Manager to raise the profile of the shop and increase sales. You need to understand vintage wear and recognise the potential value that can be achieved for all stock. This role is challenging but rewarding and offers a fantastic opportunity for someone committed to raising maximum income for our charity.

**Role Purpose**

To support the management of all aspects of the Charity Shop on a day-to-day basis. To ensure adequate and appropriate staffing, stock and systems are in place to maximise shop sales and profits. To manage the shop, in the absence of the Shop Manager, in accordance with the ethos of Beaumond House Hospice Care services and values and be fully compliant with all Health and Safety regulations.

**Main Duties**

**Supported and managed by the Shop Manager:**

**Business Management**

* To assist with the day-to-day management of the shop in accordance with legislative requirements
* To maximise sales and profits and achieve targets with and awareness of budgetary constraints
* To work with the shop manager to review the P+L reports on a regular basis and discuss any concerns
* To work with the shop manager to achieve above
* To manage the shop in the absence of the shop manager
* To maintain a high standard of display and visual merchandising
* To ensure stock is appropriate to the business and priced accordingly
* To maintain a rigorous process of stock selection and rotation, ensuring stock is rotated according to procedure

**Staffing**

* To assist with the recruitment, training and support of any retail assistants and new and existing volunteers.
* To support management in periods of time off, sickness, holidays and other absences.
* To support the completion all volunteer paperwork in accordance with procedures
* In the absence of the Shop Manager, to co-ordinate rotas to always ensure adequate staffing levels during shop opening hours
* Working with the Shop Manager to ensure that the shop premises comply with Health and Safety legislation for staff, volunteers, customers and visitors.

**Other responsibilities**

* To ensure that cash and stock are kept secure and to report any shortfalls in accordance with procedure
* To bank takings as per procedure when required and always in the absence of the Shop Manager.
* To maintain, review and implement all H&S legislation requirements
* Ensure Gift Aid procedures are delivered, and data collected and stored in line with HMRC requirements and audit compliance in the absence of the shop manager
* To maintain an accident book, first aid box and to ensure that fire extinguishers are accessible and in working order
* To ensure all accidents/incidents are reported and recorded correctly.
* To make best use of IT resources e.g., e-mail, social media while ensuring GDPR guidelines are adhered to
* To support the Shop Manager in effectively managing all controllable costs
* To ensure the shop is safe and secure outside opening hours
* To ensure all donations are managed correctly, moved to the sorting area and sorted promptly

**Other Tasks**

* To maintain excellent knowledge of Beaumond House in order that customers, staff, and volunteer queries can be answered correctly
* To undertake other tasks as may be reasonably required from time to time

**Skills, Experience and Attributes Required**

* Experience of working in a similar role is desirable but not essential
* Experience of working for a charity is desirable but not essential
* Clear understanding of confidentiality and data protection with written and computerised materials and processes
* Knowledge of the voluntary sector and volunteering is desirable but not essential
* Confidence and outgoing personality, able to engage donors, customers and volunteers
* Ability to organise self, prioritise varied workloads, plan effectively and work to deadlines
* Ability to achieve a high output, whilst maintaining quality demonstrating patience and perseverance when faced with setbacks and challenges
* Strong communication skills with the ability to communicate effectively and creatively, both verbally and in writing
* Ability to support colleagues and build good working relationships at all levels
* Ability to work unsupervised and work to own initiative
* Physically able to meet the expectations of the role
* An understanding of use of social media platforms for sales and sharing information
* Flexible approach to work pattern

**What we ask of you**

* That you act in a manner at all times which supports the Vision and Values of

Beaumond House

* That you have a positive and proactive approach
* That you are trustworthy, honest and reliable

**Please note**

All roles are subject to receipt of satisfactory references. Roles may be subject to enhanced Disclosure & Barring Service checks.

This Job Description is intended as a guide only and is not an exhaustive list of duties. It is subject to periodic review with the post holder

**Our Vision** is to achieve ‘Outstanding Hospice Care, enabling our local communities to live well and die well’

**Our Values** (Guiding Beliefs) are:

PATIENT CENTRED, WE ‘GO THE EXTRA MILE’ - Every life matters and every moment matters - patients and their families and friends are at the centre of everything we do.

VALUE & SUPPORT OUR PEOPLE – All of our people are important and highly valued, and we support and develop them to be at their best.

OPENNESS & HONESTY, CREATING A SAFE ENVIRONMENT -  We provide a safe environment in which feelings may be openly expressed and acknowledged with sensitivity and honesty.

COLLABORATION - We provide a unique and special range of services, in collaboration with our partners in the End of Life Together Alliance.

EFFICIENCY, CARING, PROFESSIONAL - We provide good stewardship of our resources and operate in a professional, caring, and efficient way.