



Children's Hospices Across Scotland

## JOB DESCRIPTION – SHOP ASSISTANT MANAGER

### Job Details

Job Title – **Shop Assistant Manager**  
Responsible to – **Shop Manager**  
Job Family – **Retail**

Location – **Kinross/Dunfermline**  
Salary – **CHAS Band 1**

### Job Purpose

Working within the culture, ethos and philosophy of CHAS, ensures the efficient day to day running of the CHAS charity shops, and related activities to maintain a high level of service to the public and maximise income and raise awareness of CHAS.

### Main Tasks

- Customer Service and Retail
- Volunteer Support
- Compliance

### Job Activities

#### Customer Service and Retail

- Promote a service driven culture, providing excellent customer service to help maximise sales, donations and the profitability of the shops
- In the absence of the Shop Manager assume full responsibility for the day to day running of the shops
- To be an ambassador for CHAS in the shops, promoting and bringing to life the communication of key activities, messages and the wider strategy to customer and the Retail Volunteer Team
- Assist the Shop Manager in generating additional income through implementing and supporting local initiatives in line with the CHAS fundraising strategy and Community Fundraising Team
- Initiate and promote improvement activity opportunities to grow and develop the Retail business, including offsite sales
- Help to maintain a high standard of visual merchandising and display throughout the shop, maintaining housekeeping standards at all time
- Collaborate across CHAS Retail teams to ensure appropriate and timely movement of stock
- Support the Shop Manager in utilising commercial decision-making to drive best use of space available in the shops

- Manage stock processes to ensure correct density levels, processing to agreed quality, amounts and stock rotation system so that stock moves quickly
- Promote seasonality of stock and proactively target themes to maximise visual merchandising opportunities in windows and across the shop floor
- Source and prepare stock for upcycling and monitor collection of recycling waste and auction stock
- Maintain paperwork relevant to job activities, (stock donation information and sales information) and complete any gift aid administration as is appropriate
- Open and close the shop and complete end of day cash reconciliation procedures, operating Kudos system in line with procedures

### **Volunteer Support**

- Support the recruitment and retention of volunteers, where appropriate deliver training on key processes and messages, ensuring consistent delivery
- Promote CHAS values, supporting the Shop Manager to motivate and engage volunteers, recognising achievements where appropriate
- Deliver Volunteer huddles to build engagement, increase understanding of Volunteers contribution to CHAS financial performance, raise awareness of CHAS wider achievements, sharing successes and encouraging ideas for improvement
- In the absence of the Shop Manager lead and direct volunteer activity in the shop and supervise their work, ensuring that volunteers deliver a quality service and that they feel valued.
- Assist the Shop Manager with the preparation of volunteer rotas

### **Compliance**

- Act as a Site Responsible Person and take control should an event occur that requires immediate safety attention
- Report any possible risks to the Shop Manager in order that the safe running of the charity shop is maintained at all times

### **Health and Safety**

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

### **Information Governance**

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

## **Dimensions**

- Frequently has contact with the Shop Manager, Retail Development Manager, retail team, Community Fundraising Team, customers, volunteers and supporters
- Post holder co-ordinates work for the volunteers and provides general supervision and support to volunteers as a member of staff
- Required to reconcile takings from the charity shops and bank takings
- Required to work on a rota basis which includes weekend and evening shifts

## **Decisions and Communications**

- Within the agreed management structure in CHAS works within clearly defined procedures, with most work issued by the Shop Manager
- Judgement and initiative required to deal with customers in the charity shops and donated stock
- Develops and maintains relationships with CHAS staff, volunteers and supporters to ensure effective and efficient support for CHAS Trading activities and a raised profile for CHAS in the community



Children's Hospices Across Scotland

## PERSON SPECIFICATION – SHOP ASSISTANT MANAGER

### Skills, Abilities, and Knowledge

#### Essential

- Ability to work effectively as part of a dynamic team
- Good communication and inter-personal skills required to deal with volunteers and general public in an appropriate and effective manner
- Planning and organising skills required for effective flow of shop processes
- High level of accuracy and numeracy
- Basic level of IT competence

#### Desirable

- None

Method of Assessment – Application Form and Interview

### Experience

#### Essential

- Experience in a retail/retail charity/fashion/commercial environment
- Experience of delivering good customer service
- Experience of visual merchandising

#### Desirable

- None

Method of Assessment – Application Form and Interview

### Personal Qualities

#### Essential

- Acts with integrity
- Works co-operatively with colleagues to improve service
- Forms meaningful relationships with others
- Planning and organising skills
- Accountable for own actions and decisions
- Commitment to ongoing learning and development
- Commitment to CHAS core value, vision and purpose
- Commitment to working with/supporting volunteers
- Professional attitude to work
- Views change as a natural, positive and a continuing process

**Desirable**

- None

Method of Assessment – Interview