**Job Description**

**Assistant Manager**

1. **Job Purpose**

To offer support and staff cover across North Yorkshire Hospice Care retail stores, working closely with Manager’s and their teams to assist in the management of the shop to maximise financial contribution to support the work of the charity by applying entrepreneurial skills and putting the shop at the heart of the community.

1. **Key Tasks**

**Operational**

* To assist or cover for the Store Manager in the management of the day to day operation of the shop to maximise the effectiveness of the operation in line with policies and procedures.
* To support the shop team in the production, development and monitoring of the Shop Plan using measurable KPI’s such as donated stock, income, footfall, and volunteer support, to achieve shop and overall retail aspirations.
* In the absence of the shop manager operate a volunteer rota to ensure sufficient, competent cover on all shifts maximising the opening times to increase footfall, donations and profit.
* To receive donated goods, arranging for collection as necessary, and prepare them for display, maintaining an attractive display to attract the highest price making use of alternative means of selling where necessary.
* To support the operation of the EPOS system and gift aid system.

**Strategic**

* Identify opportunities and generate new ideas to increase sales and meet and exceed shop targets.
* To take responsibility for the management of the stock and the amount of stock held at the shop. To ensure that stock is rotated regularly to promote maximum sales. To check for any items which are vintage or collectable or suitable for selling on an online auction site and ensure that they are appropriately valued and priced.
* To take advantage of all learning opportunities to maximise knowledge and skills in retail and management which may include attending and participating in meetings, training events and in house training.
* Collaborate with the whole Retail Team to maximise the effectiveness of the retail operation by undertaking work across all retail outlets as necessary, establishing good working relationships with the whole Fundraising team, other staff and volunteers across the hospice.

**Financial**

* In the absence of the Manager to be accountable for the shop takings, ensuring that correct records are maintained and provided to the Finance Team in line with procedures.

**Regulatory**

* To promote excellent customer relations and service, welcoming members of the public in the shop and over the telephone, achieving the highest level of customer experience and ensure that all complaints are dealt with effectively in line with policies and procedures.
* In the absence of the manager take responsibility for the maintenance, hygiene and cleanliness of the premises, reporting faults and damage promptly for action as necessary, and ensuring that the premises meet the requirements of Health and Safety regulations, trading standards and North Yorkshire Hospice Care’s policies and procedures.

**Management**

* To work with or in the absence of the Store Manager to effectively manage the shop team ensuring 1 to 1 meetings take place, a quarterly recorded team meeting takes place, and there is a strong link to North Yorkshire Hospice Care’s beliefs, work and values to the shop team and the local community.
* To provide support to the volunteer team in particular with sorting, pricing and identifying appropriate methods of recycling items. To ensure that the maximum value for donated item is achieved by restricting recycling to items which are not suitable for sale at any other shop, and by arranging the transfer of saleable times to other shops.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

**Key results/objectives/measures of success**

1. Achievement of donated sales budgets
2. Achievement of Gift Aid income budgets

**Overarching responsibilities**

* The ability to travel across all NYHC sites.
* To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
* To live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.
* To work in accordance, and fully comply, with our organisational policies and procedures.
* To carry out all duties in accordance with the law, regulations, organisational frameworks, recognised professional guidelines and the have a commitment to FREDIE, integration and collective decision making.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals, and regular contact meetings.

1. **Terms and Conditions**

Reports to: Shop Manager

Responsible for: Volunteers

Location: North Yorkshire Hospice Care sites

1. **Person Specification**

|  |  |  |
| --- | --- | --- |
| **What is required?** | **Is it essential or desirable?**  *Essential = E*  *Desirable = D* | **How is it assessed?**  *Application = A*  *Interview = I*  *Task/Assessment = T* |
| **Education/Qualifications** | | |
| 1. Good level of Education | D | A,I |
|  |  |  |
| **Experience** | | |
| 1. Experience of Charity, fashion or general retail. | E | A,I |
| 2. Experience of working to sales targets and demonstratable experience of achieving and exceeding sales targets. | E | A,I |
| 3. Experience of Charity retail Gift Aid | D | A,I |
| **Knowledge/Skills** | | |
| 1. Strong Customer focus and ability to sell | E | A,I |
| 1. Good Communication skills | E | I |
| 1. Good interpersonal skills | E | I |
| 1. Basic numeracy | E | I |
| 1. Basic IT skills to include using Microsoft office and EPOS | E | I |
| 1. Planning and organising skills | D | I |
| 1. Experience working with volunteers | D | I |
| 1. Knowledge of health and safety | D | I |
| 1. Skills in coaching, training and developing | D | I |
| 1. Skills in visual merchandising | D | I |
| 1. Understanding of Data protection | D | I |
| **Personal Attributes** | | |
| 1. Adaptable and flexible | E | I |
| 2. Ability to execute a wide variety of tasks | E | I |
| 3. Solutions focused with a positive attitude | D | I |
| 4. Persuasive, able to influence and sell | D | I |
| 5. Manages stressful situations with a calm and measured approach | E | I |
| 6. Ability to work collaboratively | E | I |
| 7. Full understanding of and strong commitment to confidentiality | E | I |
| 8. Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care | E | I |
| 9. Ability to manage physical aspects associated with the role | E | I |
| 10. Clean driving licence and able and willing to travel between stores | E | I |
| 11. Demonstrate a commitment to North Yorkshire Hospice Care’s aims and objectives through its core values and behaviours | E | I |
|  |  |  |