# Assistant Manager

**Area of Work:** Retail Department

**Responsible to:** Line Manager

## **Mission**

**“TO OFFER THE BEST CARE SO THAT PEOPLE IN OUR COMMUNITY AFFECTED BY PROGRESSIVE ILLNESSES CAN LIVE THEIR LIVES TO THE FULL”**

#### Department Objectives

Katharine House Hospice provides all its services free of charge to patients and their families. In order to do this funds need to be raised, Katharine House Retail is key to this, maximising the funds it can raise through the sale of donated items and other merchandising.

**Role within the Department**

To assist the manager in the running of the retail store ensuring its success in meeting all company objectives, in accordance with company policies and procedures.

#### Function and Responsibilities

### Specific Objectives

The post holder will assist the manager in moving the store forward; exploring opportunities that will add value and/or generate income ensuring maximum opportunity has been exhausted from each product range. Reaching sales targets and increasing profits, the post holder will assist the manager to ensure an efficient turnover of stock which has been donated by members of the public. A wide variety of stock is processed through the store including items of furniture, electrical goods, bric-a-brac and books and clothing.

Working weekends (Saturday and Sunday) this dynamic environment changes every day and the list of duties will be varied, no one day is the same. However, it can be broken up as follows; 80% in the sort room/ on the shop floor and 20% administration/ attending meetings.

You will be expected to contribute to operational objectives and participate in the training, coaching and scheduling of employees and communicate job/daily expectations.

### Key Tasks and Responsibilities

### Sales

### Achieve profit targets by maximising sales and minimising costs

### Ensuring the highest standards of customer service at all times, dealing with any issues efficiently

### Supporting any promotions as directed by the Store Manager

### Actively encourage Gift Aid donations, managing the process within the store

### Shop Appearance

### Maintain a high standard of presentation throughout

* Maintain a high level of customer service standards

### Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises

### Stock

### Actively encourage the public to donate saleable stock

### Ensure there is adequate flow of stock from the stockroom to the shop floor, and a continual availability of stock on key lines at all times

* To sort, grade, steam, ticket and price merchandise

### Manage, in conjunction with the Transport Manager, stock rotation from the store to others and vice versa, ensuring that no items of stock remain on the shop floor for any longer than time limits dictated by the Area Manager

* Manage, in conjunction with the Transport Manager and Area Manager, a van collection service in order to provide stock to support the turnover of this and other stores within Katharine House Retail
* Manage, in conjunction with the Transport department, an efficient collection and delivery service for customer donations and deliveries
* Ensure that all electrical items sold have undergone and passed Portable Appliance Testing in accordance with Katharine House procedures
* Ensure the store is correctly managed and organised in accordance with safety procedures

### This role will demand moving a lot of stock on a daily basis, including heavy items

### Select and price stock at a consistent level

### Ensure that the store is compliant with legislation surrounding the sale of goods

### Staff and Volunteers

### Actively recruit volunteers and provide training so that they are able to perform their jobs efficiently and effectively

### Provide training and development for paid staff to enable them to perform their jobs efficiently and effectively in accordance with recruitment policy

### Organise a rota to ensure the shop runs effectively and the shop floor and sort room tasks are allocated, keeping the store adequately staffed at all times in order to maintain appropriate levels of service

### Create an organised and pleasant working environment for staff and volunteers

### Inform the shop team of business communications, promotions and information relating to Katharine House

### Ensure that all staff and volunteers comply with Katharine House policies and procedures

### Administration and Security

### Ensure all relevant administration/ operational systems are completed on time

### Undertake banking in accordance with Katharine House procedures ensuring that cash handling and security procedures are adhered to

### Hold the shop keys, ensuring that the shop is secure whenever it is left unattended

### Notify the local police and Retail Office in the event of a break in, shop lifting or security incident

### Notify the Line Manager or Area Manager in the event of a suspected theft or dishonesty by any member of staff or volunteer

### Ensure that all staff and volunteers lock purses and valuables in a locker

### Health and Safety (H&S)

### Provide a safe environment for staff, volunteers and the public.

### Lead by example in relation to H&S, complying with legislation and the organisation’s H&S Policy and Procedures, this will involve a hands on approach, for example carrying out practice fire drills, overseeing the safe use of equipment or responding to accidents or incidents to help prevent a reoccurrence

### Ensuring that staff and volunteers are compliant with current H&S Legislation and the organisation’s H&S Policy and Procedures

### Report any maintenance or H&S Issues to the Retail Office

### Ensure that all staff are trained to sell electrical goods correctly and to arrange collections/ deliveries safely

### Other Tasks and Responsibilities

### Travel to other organisational premises as and when required, for example to attend training courses or meetings

### Supporting other Katharine House retail stores on an occasional basis

### Any other duties as required

#### Key Competencies and Skills Requirements

### Qualifications

*Essential*

None

*Desirable*

A retail background

### Competencies

*Essential*

* Retail experience
* Excellent customer service skills
* Excellent people management skills
* Good interpersonal and communication skills
* An ability to plan work and prioritise, delegating accordingly
* Be flexible, approachable and available
* Ability to use a till
* An understanding of the importance of H&S legislation & a willingness to attend & successfully pass a relevant H&S course

*Desirable*

* Own adequately insured roadworthy vehicle (mileage allowance will be paid)

**General Induction Requirements**

To attend an Induction Training Course held at the Hospice.

**Post Holder Specific Training Requirements.**

To attend any training courses relating to the development of this position.

To attend all statutory training.

To wear all statutory PPE.

**Smoking**

Katharine House operates a no smoking policy for all premises.

Smoking is not permitted in Katharine House vehicles at any time.

**Job Revision**

The post holder should be aware that this job description is expected to alter at review meetings. As the Organisation develops the job description will change to reflect the needs of the business.

**PERSON SPECIFICATION – Assistant Manager**

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| --- | --- | --- |
|  | Essential | Desirable |
| ***Qualifications***   * People Management * Health & Safety * Full UK Driving Licence * Good basic education |        |  |
| ***Experience***   * Supervising others * Retail background * Flexible approach to work * Managing people and performance * Working/volunteering in the charitable sector |      |    |
| ***Skills and attributes***   * Organisational skills * Own transport * Able to communicate with others * Able to liaise effectively * Able to multi task * Able to work to tight deadlines * Decision making * Hands-on approach * Managing conflicting demands * Self-motivated * Attention to detail * Willingness to keep key skills up to date (to meet legal requirements) * Holding a budget * Provider of training |                      |      |
| ***Other***   * Flexible attitude * Positive attitude * Team Player * Good interpersonal skills * Pride in your work |          |  |