**Job Description and Specification**

**Role:** Charity Shop Assistant Manager

**Based:** 1 Creek Road, Deptford, London.

**Responsible to:** Shop Manager

**Terms:** 9am – 5pm, 3 days each week. To include Saturdays as agreed.

**The organisation**

The Deptford Methodist Church, Disabled People’s Contact is a registered charity and a company limited by guarantee. Our aim is to reduce isolation and improve the quality of life for elderly and elderly / disabled residents of Lewisham and Greenwich. In order to achieve this, we provide a day centre service on Tuesdays, Wednesdays and Thursdays at the Deptford Mission, DM. Funding for the charity comes from a number of sources one being ‘The Well’ our charity shop.

**Summary of Position**

The position involves assisting the Shop Manager to raise funds through the effective processing and sale of donated items. This involves the training, management and motivation of the shop team of volunteers. The role also includes maintaining effective working relationships with managers, colleagues, volunteers and community contacts in order to foster a productive and positive community atmosphere.

**Duties and Responsibilities**

Reporting to and working with the Shop Manager, you will be responsible for the overall running of the shop, this includes:

**Shop Management**

* Encouraging and accepting donated goods.
* Managing all aspects of stock collection.
* Managing stock rotation.
* Ensuring that donations are sorted prepared for sale according to the policy and standard of the shop.
* Ensuring that the greatest possible value is achieved from all donations.
* Liaise with and manage the recycling companies to ensure maximum contribution.
* To ensure the best possible presentation and display of goods for sale.
* Where appropriate look to sell donation on the internet.
* Ensure window displays are presented in an attractive manner and are changed regularly.
* To review and follow the process of selecting goods for sale on the internet and the various methods of internet selling.

**Volunteer management and training**

* To liaise with the Volunteer Coordinator to maintain policies and procedures manual/folder for shop volunteers.
* Effectively train and develop allocated volunteers in accordance with shop policies and procedures.
* In conjunction with the Volunteer Coordinator, coordinate and manage the work of the shop volunteers and create the weekly volunteer rota.

**Shop Finance, Administration and Reporting**

* To be accountable for all till takings from the shop including the ragged goods and internet sales.
* To ensure that the daily recording of till takings is correctly and accurately carried out.
* To attend and produce standard reports for the monthly staff meetings.
* Capture data about the shop, including donations taken and bags of donations in store.
* Produce sales data from the till.
* To keep under review shop equipment and stationery requirements.
* To keep the Shop Manager continually appraised of events relating to the management of the shop and its volunteers.
* To review and follow the process of selecting goods for sale on the internet and the various methods of internet selling.

**Operational Security and Health and Safety**

* Being a key holder to the shop premises when required.
* Opening and closing the shop, and ensuring that the advertised trading hours are adhered to.
* Ensuring that the shop premises are clean and tidy, including the main floor, and that Health and Safety regulations are observed by the shop team.

**Day Centre Support Duties**

* To be prepared to work in another area of Disabled People’s Contact, such as in the day centre, if and when required to cover staff shortages.
* To perform the fire alarm testing as required.
* This is not an exhaustive list of responsibilities and the post holder will be expected to undertake other duties as requested by the Shop and/or Day Centre Manager.

**Training**

* Full training will be given in all aspects of shop operation.
* Attendance at training sessions elsewhere or online may occasionally be required, such as refresher courses on Customer Service, Health and safety, Manual Handling, Equalities and Diversity, Dementia Awareness, Mental Health Awareness.

**SPECIFICATION**

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| **Experience** | Experience of face-to-face customer service in a retail environment. | Essential |
|  | Experience handling money, including using the till and cashing up at the end of day. | Essential |
|  | Experience handling customer complaints in a courteous and constructive manner. | Essential |
|  | Experience, knowledge and understanding of compliance with Health and Safety requirements regarding retail business. | Desirable |
|  | Experience and knowledge of using the internet to make sales of goods | Desirable |
|  | Experience working or volunteering with vulnerable adults including the elderly, people with learning disabilities or mental health issues | Desirable |
| **Skills** | Ability to work creatively and efficiently with donations. | Essential |
|  | Good communication skills. | Essential |
|  | Able to work on own initiative or as part of a team and accept guidance as appropriate. | Essential |
|  | Strong people skills including ability to negotiate/liaise with a wide variety of internal and external contacts and supervise and support volunteers. | Essential |
|  | Ability to motivate and persuade others in a non-aggressive manner. Ability to manage the work of others. | Essential |
|  | Able to cope under pressure, adapt to ever-changing priorities and respond proactively to change. | Essential |
|  | Be able to reach, bend, and lift. Physically able to carry heavy boxes and bags of donated items (Manual handling training will be provided). | Essential |
| **Knowledge** | Knowledge of general pricing levels adopted in similar charity shops. | Desirable |
|  | General knowledge of and ability to identify higher value items for separate sale | Desirable |
|  | Knowledge and understanding of the charity retail sector | Desirable |
|  | Commitment to Equality and Diversity. | Essential |