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Job Description

Assistant Manager

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Job Title: Assistant Manager

Department: Retail

Contract Terms: Permanent, 30 hours per week, Monday to Sunday

Salary: £19,880.80 per annum

Location: Dartford Highstreet

Responsible To: Area Manager

Accountable To: Head of Retail

Manages: Volunteers

About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Scope and Job purpose

Role Purpose:

The Assistant manager will be responsible for the day-to-day running and income generated at the retail shops under their remit. This role involves effective management of resources, budgets, and personnel.

Internal Key relationships

- Retail Shop managers
- Distribution Team
- Ecommerce Team
- Retail volunteers
- Marketing Team
- Maintenance

External Key relationships

- Cash Register Supply Co - CRS
- Acopia
- Infinity

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Main Duties and Responsibilities

- Always Ensuring great customer service and acting professionally on th premises.
- Assist in ensuring that donated stock is steamed/cleaned, priced, and displayed in line with visual merchandising standards to maximise income for ellenor. Ensuring stock levels on the shop floor are maintained and that the Manager is aware of stock needs daily.
- Assisting any other Retail Managers with accurate staffing and voluntee levels so that the shop is open and adequately staffed for peak periods.
- Performing annual performance reviews with the Shop manager.
- Encouraging an open, honest, and welcoming working environment for staff and volunteers.
- Maintain extraordinary levels of tidiness on the premises.
- Maintain a safe working environment by following Health and Safety procedures and undergoing training as required.
- Opening and closing the retail unit, ensuring that correct procedures are followed for banking, daily returns etc.
- Being aware of communications and events at ellenor and acting as an ambassador for the charity within the community.
- Assist the Shop Manager in monitoring the shop's progress against targets and take appropriate action in line with Hospice directives.
- Comply with statutory and mandatory training.
- To ensure the security of the premises is maintained and that all retail policies and procedures are followed.
- Ensuring the effective recruitment of staff and volunteers in accordance with the Organisation's policies and procedures.
- Drive income growth through the sale of goods within the shop
- To raise any concerns to the Area manager and Head of Retail in a timely manner.
- Drive gift aid growth and sales within the shop daily through volunteers and own performance.

Person Specification

All criteria are essential unless stated otherwise.

Job Title: Assistant manager

Education / Qualifications

Good Standard of General Education

Experience

- Retail Supervisory Experience, including management of staff.
- Experience working on budgets, KPI's and cash management.

Knowledge, Skills, and Attributes

- An effective team player with excellent communication skills, able to interact successfully with staff, volunteers, and members of the public.
- Ability to self-motivate, work autonomously and think independently.
- Honest, reliable, and able to offer flexibility in working hours to suit the demands of the role.
- Maintaining a smart appearance.
- Demonstrate the ability to prioritise.
- Is committed to the cause, staff values and philosophy of ellenor.
- Excellent timekeeping.

- Knowledge of product pricing
- Good level of IT literacy
- Driving Licence/Car Owner or the ability to travel around (Desirable)

General:

- To be aware of the philosophy of ellenor and to behave as a fit representative.
- To abide by the Hospices general confidentiality policy.
- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
- To undertake a bi-annual performance review when a personal development plan will be discussed and developed.