Job Description

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| Job Title: | Deputy Shop Manager |
| Reports to: | Shop Manager |
| Date: | October 2022 |

Part 1: Job Profile

1. Main Purpose of Job:

To assist in the day to day running of the shop and achievement of sales and cost budgets.

1. Position in Organisation:
   * Reports to Shop Manager and in their absence Retail Operations Manager
   * In absence of Manager volunteers report to Deputy Manager
2. Scope of Job:

* + Managing Staff and Volunteers
  + Managing stock levels in line with seasonal and demographic requirements
  + Recording and reporting income and expenditure
  + Ensure the growth and maintenance of gift aid scheme
  + To assist in the achievement, above and beyond both financial and non-financial targets
  + To work in accordance with the Longfield Values

1. Dimensions and Limits of Authority:
   * Assist in the achievement of shop income budgets within designated bands (attached)
   * Maintain daily records of income and expenditure – All takings banked regularly in Managers absenceManage price queries and refunds in line with pricing policy and management discretion in Managers absence.
   * Implement a competitive pricing policy for shop
   * Standard / Enhanced DBS
2. Qualifications and Skills Level:
   * Educated to GCSE Level C within English and Maths
   * Proven retail ability - evidence which shows competence required to perform the job role
   * Numerate
   * Cash handling and reconciliation
3. Experience:
   * Previous retail management experience
   * Charity shop experience and processing of stock levels/ rotation
   * Customer service experience
   * Strong organisational and communication skills
   * IT skills and use of email

Part 2: Duties and Key Responsibilities

Operations

* 1. opening up and closing the shop, as a key holder
  2. to provide holiday cover in the absence of the manager
  3. ensuring sufficient staff/volunteer cover at all times
  4. ensuring that the shop maintains a clean and tidy appearance
  5. working to both financial and non-financial targets
* to provide cover for Shop Managers/Deputy Managers from time to time in other stores as required by the Retail Operations Manager
  1. To ensure that all regulations are adhered to in respect of Health & Safety, electrical or mechanical goods, Trading Standards legislation, etc
  2. To support the shop manager in all aspects of running the shop and managing the volunteers

Administration

* 1. To maintain a daily record of all income and expenditure (with receipts where appropriate) and to ensure that all takings are banked on a regular basis and that the small cash float is kept securely
  2. To prepare weekly accounts for the Retail Operations Manager/ finance team
  3. To complete all necessary electronic reporting both daily a weekly
  4. Ensuring the prompt and accurate reporting of all necessary information, both

paperwork and electronic updating

* 1. Assisting the manager to achieve weekly sales budgets to ensure profitability of the shop
  2. Keeping a stock record and monitoring goods received
  3. Following the guidelines for the selection of goods for display/ rag and recycle
  4. Implementing the agreed pricing policy

Stock Control

* 1. Ensuring that shelves and rails are fully stocked, and that all goods displayed are

clean, attractively arranged and clearly priced

* 1. Responsible for the reception and selection of goods for sale

Customer Service

* 1. As a member of the Longfield team, to promote the aims and objectives of Longfield
  2. To be responsible for the volunteers working in the shop, offering encouragement, support and advice for volunteer staff, whilst maintaining consistent standards with the shop manager
  3. Ensuring that a friendly and helpful attitude to customers is displayed by all staff