

Job Title	Retail Relief Shop Assistant Manager
Hours of work:	37.5 hours per week, variable between Mondays and Sundays
Department:	Retail
Work Location:	Retail Shops
Reporting to:	Amersham Shop Manager
Date of issue:	April 2025

Job Purpose

To assist in the day-to-day running of South Bucks Hospice's (SBH) shops and to manage shops and volunteers in the absence of a shop manager

Key Responsibilities

- To maximise shop sales and profits
- To provide excellent customer service
- To manage stock levels
- To maintain high standards of shop floor presentation
- To act as an ambassador of SBH and always represent SBH in a professional manner endorsing our values and behaviours
- To ensure that when covering the duties of a Shop Manager that the shop continues to run as effectively as when they are present

Key Tasks

Sales & Profits:

- Assist in achieving agreed sales targets and maximising profit through effective cost control, proactive stock generation, optimum pricing, processing stock to agreed levels and stock planning
- Champion and encourage online selling opportunities; to include eBay, Ziffit, Music Magpie and others
- Promote the Retail Gift Aid Scheme by maximising new donor sign ups and repeat donations
- Assist in analysing shop data to take the appropriate actions as required
- Actively support any fundraising promotions as directed by the Retail Area Manager

People Management:

- Support Shop Managers with recruitment, training and retention of volunteers
- Ensure that tasks are properly delegated to staff and volunteers in accordance with their training and abilities
- Encourage teamwork and lead by example
- Ensure that all staff and volunteers comply with SBH policies and procedures
- In Shop Manager's absence, ensure that instructions from the Retail Area Manager are communicated to staff and volunteers
- Encourage volunteers to participate in SBH special events and all training opportunities designed to improve overall shop performance

Customer service:

- Provide an excellent customer experience at all times through active customer engagement, offering all possible practical assistance and displaying good product knowledge

- Maintain and encourage a cheerful and welcoming atmosphere in the shop
- Show appreciation to donors for all donated goods

Stock Management:

- Assist in generating quality donated goods
- Support Shop Managers in the implementation of effective processing systems, within the stock room, to support the needs of the sales floor
- Ensure a good commercial mix of stock is available on the shop floor to maximise sales and profit
- Ensure the shop density is kept full by ensuring there is always adequate stock available
- Maintain a rigorous process of stock rotation, through date stamping, reductions, and subsequent “culling”
- Arrange for the sale or safe disposal of unsold and unsaleable items

Shop standards:

- Deliver & maintain a high standard of merchandising and display, both in the windows and interior of the shop, complying with SBH guidelines
- Ensure high levels of housekeeping, organisation and cleanliness are consistently maintained at all times

Compliance:

- Provide a safe environment that protects all staff, volunteers, and the public
- Adhere to all policies and procedures
- Embrace changes and development of new IT and operational procedures
- Complete all administration to required standard and deadlines

Other:

- Maintain and improve professional competence by attending training courses, study days and conferences as appropriate
- Attend any relevant meetings as appropriate

Behavioural Values

- Appreciates the impact that decisions and actions have on the charity
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality
- Pro-active and responsive to requirements to customers and colleagues; a team player
- Fully understands internal and external customer expectations and requirements, and works to ensure these are exceeded and delight customers
- Demonstrable knowledge and interest in retail and reuse
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- Self-motivated individual with strong customer focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Uses original and creative thinking to make improvements or support the initiation of new approaches
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long term success of South Bucks Hospice

Personal Attributes

- Retail experience, ideally in a charity environment
- Driving license
- Demonstrate a consistent high standard of work and attention to detail
- Punctual and presentable
- Willing to learn
- Effective communicator
- Calm temperament under pressured conditions
- Willingness and ability to travel to other locations
- Customer Service focussed
- Approachable and accessible
- A knowledge and understanding of the SBH cause and its objectives
- Strong people management skills and motivational skills
- Planning and organising to achieve results
- Basic computer skills.

Essential experience:

- Proven experience of managing a shop at supervisory level
- Commercial awareness
- Proven experience of working effectively in a customer focussed role
- Proven experience of working effectively in a team
- Relevant experience of managing staff/volunteers

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date
