



Assistant Shop Manager

Job Summary

The Assistant Shop Manager assists the Shop Manager in the running of the shop and acts as relief manager when the Shop Manager is away (for holiday, sickness, and training).

Key Responsibilities

Under the guidance and direction of and working with the Shop Manager:

- To provide day-to-day supervision and training of the volunteers, ensuring that tasks are properly delegated in accordance with their experience and abilities
- To produce a weekly work rota ensuring that the shop is fully manned during opening hours, arranging cover for holidays and sickness
- To ensure that adequate donated stock, appropriate to the business, is sourced and priced accordingly
- To ensure financial controls are adhered to including the till reconciliation, daily banking of takings and weekly reporting of sales to the Finance Manager at Naomi House
- To ensure that the shop premises comply with Health & Safety legislation for staff and customers
- The management of daily fire risk responsibilities, including means of escape, fire evacuation plan, completion of the fire safety log book, fire protection (alarms and doors), fire equipment, housekeeping and relevant fire safety training.

Key Tasks

- To ensure that stock is rotated frequently, thereby attracting the maximum number of customers
- To maintain a high standard of display, both in the window and inside the shop
- To ensure that the shop premises comply with Health & Safety and Fire Safety legislation for staff, volunteers and customers, and escalate maintenance issues as necessary
- To ensure that cash and valuable items are kept secure
- To assist with keeping the shop and storage areas clean and tidy and the stock in good order
- To ensure the safe disposal of culled items and waste
- To have adequate knowledge of Naomi House in order that customer and volunteer queries can be answered correctly
- To take responsibility for personal health and safety
- To undertake other tasks as may be reasonably required from time to time
- To cover any other outlet as required

Other tasks

- To have adequate knowledge of Naomi House in order that customer and volunteer queries can be answered correctly
- To take responsibility for personal health and safety and fire safety
- To undertake other tasks as may be reasonably required from time to time

This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and Retail Manager.