

Job Description

**Job Title:**

Assistant Charity Shop Manager

Location:

Flint

Responsible to:

Retail Development Manager

Responsible for:

Volunteers and Retail & Logistic Assistants

Number of hours per week:

Full/Part Time: 22.5-37.5 hours (Tuesday to Friday and alternate Saturdays)

Salary:

£23,840 full time (Pro rata 3 days - £14,304)

Purpose of the job

To assist the Retail Development Manager in managing all aspects of the operational running of the charity shop and promote the work of Refurbs.

Summary of Main Responsibilities

Oversee the day-to-day operation of the charity shop including receiving donations, sorting and preparing goods for sale as required.

To open and close the premises, ensuring that trading hours are strictly adhered to.

Assist in the recruitment, training and supervision of shop volunteers and encourage team building and an active involvement in all activities.

Achieve sales targets and run a cost-effective operation.

To become conversant with Trading Standards Guidelines on the sale of donated goods and strictly adhere to these guidelines.

Ensure good customer service is provided: advising customers as necessary, dealing with any complaints and taking payment for goods.

Cash up the till at the end of the day, ensuring all necessary paperwork is completed.

Ensure the operation conforms to all relevant legislation and company policy, including Environmental Health, Trading Standards and Health & Safety.

Ensure that the premises are kept clean and tidy and conform to relevant Health & Safety legislation.

Any other duties which may be reasonably expected of the post-holder in order to enhance the efficient running of the charity.

This job description is not exhaustive and will be subject to review in line with the changing needs of the business.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Previous retail experience • Confidence working well on own initiative • Experience of working in retail management is highly desirable, as is experience working in the charity retail sector • Confidence in IT skills, competence in using programmes such as Microsoft Outlook, Word and Excel and confident in using KUDOS / Epos till software • The role also requires physical activity of lifting and moving furniture, so a good level of fitness is essential. 	<ul style="list-style-type: none"> • E-commerce/Online sales skills
People	<ul style="list-style-type: none"> • The ability to build and maintain positive working relationships with a variety of people. 	
Judgement & Initiative	<ul style="list-style-type: none"> • Able to arrange procurement of new products. • Ability to work under own initiative and to take a proactive approach to changing business needs and objectives. 	
Communication	<ul style="list-style-type: none"> • A strong communicator with excellent organisational skills 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh.
Attributes	<ul style="list-style-type: none"> • A highly self-motivated, positive and resilient individual 	
Other	<ul style="list-style-type: none"> • A full, clean driving licence. • Appreciation and understanding of Welsh heritage and culture. 	