

JOB DESCRIPTION

JOB TITLE:	Deputy Retail Manager
ACCOUNTABLE TO:	Retail Manager/Head of Retail
RESPONSIBLE FOR:	Volunteers
JOB PURPOSE:	To support the Shop Manager in all aspects of the day to day running of the shop, deputising in their absence

DUTIES AND RESPONSIBILITIES

1. Support the Manager in arrange of activities including, sorting and pricing of donated and new goods, stock control, merchandising and window dressing.
2. Assist the Manager in the effective completion of all paperwork related to the shop including banking and financial transactions in an accurate and timely manner.
3. Assist in the delivery of customer care, ensuring the needs of the customer are adhered to at all times, ensuring customer complaints are dealt with effectively and efficiently.
4. Ensure the shop environment is clean and welcoming and trading hours are strictly adhered to.
5. Assist the Manager with the recruitment/selection and development processes of staff and volunteers in line with Age UK Leicester Shire and Rutland's policies and procedures.
6. Create opportunities and introduce ideas and promotions to drive the shop forward in consultation with your line Manager.

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____