

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Home Store Deputy Manager
Reporting to (Job Title):	Stock Control Manager(s)
Grade	£11.69 per hour – Band 3
Hours of Work:	10am-4.30pm Thurs, Fri & Sat 10am-4pm Sun Job share considered
Place of Work:	Higham Ferrers
Purpose of Role:	To support the Stock Control Manager(s) achieve effective, efficient and profitable day to day operation, management and control of an Age UK Northamptonshire home store, by helping maintain and grow the quality of goods, services and professionalism. To help underpin the Age UK Northamptonshire store as a centre to its community.
Main Tasks:	<p>To ensure the highest standard of customer service and a great customer experience at all times. This includes that customers, donors and donations are treated with respect and with gratitude.</p> <p>To help ensure that sales and profit are maximised including the development and application of learned skills in relation to basic furniture restoration. To show innovation, flair and creativity with shop layout, merchandising and create eye catching posters to advertise other ad hoc items that may be held off site. To support the achievement of targets as directed including eBay research and sales for all shops.</p> <p>To be very self motivated and have a basic knowledge of furniture and minor repairs. A willingness to research and learn about the best practices will be required.</p> <p>To work alongside the house clearance team to identify potential furniture items for resale.</p> <p>To help ensure that the shop has an efficient and effective system for Gift Aid, that they are trained in asking all customers in an appropriate way and following up in line with good practice.</p> <p>To help maintain accurate accounts, records and logs and to perform any other administrative tasks in connection with the shop. To account for shop takings and other monies, banking, security and petty cash.</p> <p>To help lead volunteers effectively and positively, helping ensure that they are inducted and trained effectively.</p> <p>Maintain the good morale of volunteers, to ensure that good working relationships are maintained and that all volunteers are aware of the important role that they play in promoting Age UK Northamptonshire.</p> <p>To supervise volunteers and help to ensure that adequate cover is provided at all times.</p>

To encourage the best quality of donated goods into the shop ensuring that they are priced and displayed to the best standards. To develop promotions, special events etc within the charity shop.

To help maintain high standards of cleanliness and order on the premises
To help ensure a safe environment for all who visit, buy from or work at the shop.

To hold responsibility for the premises. To ensure that all regulations relating to Health and Safety, Trading Standards, Sale of Goods Act etc are complied with and to maintain good relations with statutory bodies

To report any shop building or equipment maintenance problems to the Retail Development Manager as soon as possible and to help address the issues with appropriate guidance using resilience and local networks of support.

To maximise Age UK Northamptonshire presence on all social media platforms by actively generating images for 'posts' in line with retail requirements and positively support ideas and suggestions.

To encourage local support for Age UK Northamptonshire, working closely with internal and external fundraisers, attending fundraising events as required. To maintain an active awareness of competitor trading initiatives by other organisations and retailers in the shop location.

To attend meetings and training sessions as directed by the Stock Control Manager(s). To undertake other duties or responsibilities, which are commensurate with the post, as required by the Stock Control Manager(s).

The above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of consultation with the post holder.

Person Specification

Job Title: Shop Deputy Manager	Grade:	
Dept: Retail Services	Date:	
CRITERIA	D/E*	Assessed by A/I/R **
Qualifications/Training Full Driving Licence Good general standard of education.	D E	A/I A/I
Experience An understanding of the retail charity sector Commercially aware with a sales or retail background Health and Safety knowledge Experience of working with volunteers. Knowledge of Gift Aid	D D D D D	A/I/R A/I/R A/I/R A/I/R A/I/R
Skills, Knowledge & Abilities Leading, training, and managing a team A strong understanding of, and enthusiasm for, high street retail and fashion Good understanding of retail business disciplines (including budgeting, customer service, cash handling, stock control, working to financial targets). Demonstrable ability to motivate, support and build strong relationships with volunteers and other staff. Good communication and interpersonal skills, able to inspire support and action from a diverse range of supporters. Exceptional organisational and time management skills Computer literate Good level of numeracy and literacy Able to forward plan, prioritise and organise workload Ability to fulfil the administration involved. Ability to work unsupervised	D E D D E E E E E E	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I
Other Energy and enthusiasm to succeed Commitment to customer care Awareness and appreciation of Equal Opportunities and other relevant legislation in respect to Charity shops Affinity to older people Entrepreneurial and driven by results. A team player with the ability to work independently and on own initiative.	E E D E D	I/R I/R I I I I/R

Punctual, reliable A level of fitness to suit the manual handling demands of the role	E	I/R
	E	I/R
Prepared By: Christopher Duff	Date:	
Authorised By: Christopher Duff	Date:	

A = Application Form I = Interview R = References