

# Assistant Shop Manager - Job Description & Person Specification

**Sense salary points:** TRD-N3

**Responsible to:** Shop Manager

## About Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.

## About the role

### Key responsibilities

#### Sales

- To achieve profit targets by maximising sales and minimising costs
- To ensure that the high standard of service to customers that is expected by Sense is maintained at all times
- To actively support any national fundraising promotions as directed by your Shop Manager or Area Manager



- To implement any promotion in the shop as directed by your Shop Manager or Area Manager

### Shop Appearance

- To maintain a high standard of display, both in the window and inside the shop
- To ensure the sales floor layout is as per the current divisional guidelines in conjunction with your Shop Manager
- To achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises

### Stock

- To encourage the public to donate saleable goods. To engage with the local community with the support of the Donated team to source new stock generation opportunities
- To price stock at a consistent level in accordance with Sense price guides
- To ensure the shop density is kept full by ensuring there is adequate stock available at all times
- To arrange, in conjunction with your Shop Manager, a van collection service that supports the turnover of the shop using the current guidelines
- To rotate stock on a daily basis so that no garment remains on the shop floor for any longer than the agreed time limits
- To hang, ticket, size and cube all clothing as appropriate
- To comply with all instructions regarding the sale and auditing of New Goods

### Voluntary Staff

- To ensure that tasks are properly delegated to staff in accordance with their training and abilities
- To create a happy working environment and to increase efficiency and job satisfaction of the team
- To drive and assist in the recruitment and training of Volunteers



### Administration and Security

- To complete all administrative paperwork such as sales sheets and stock control sheets correctly and promptly
- To bank daily in accordance with Sense policy

### Health and Safety

- To provide a safe environment that protects all staff, volunteers and the public
- To comply with all Health and Safety regulations as per the Health and Safety policy
- To report any maintenance or health and safety issues in the shop to the Area Manager and Building and Maintenance Dept at Head Office
- To ensure the safeguarding of individuals by adhering to our policies and procedures, acting on concerns raised, and reporting as required.
- To ensure that staff are trained and competent in line with policies and procedures.

### Public Engagement

- To actively engage the local community and promote Sense on “Who We Are and What We Do”
- To carry out activities which promote stock generation, volunteering and fundraising with the local community to achieve delivery of any set targets

### Operations

- To support the area team as required and provide shop cover within the area to meet the needs of the charity as requested by the area manager
- Any other duties as appropriate



## Person specification

### Essential Criteria

- Experience of working effectively on own initiative and in a team environment.
- Experience of dealing with customers and providing excellent customer care
- Experience of recruiting, managing, and motivating a team.
- Proven organisational and prioritising skills.
- Numerate with the ability to calculate figures and competently undertake administration.
- Possess an interest / awareness in fashion trends.
- Ability to communicate well with the general public.
- Ability to motivate self and others.
- Ability to deal with confidential information in an appropriate manner
- To ensure that a respectful and professional image is maintained in keeping with the publics, volunteers and employees expectations.
- Must be willing to work on Saturdays, some Sundays and Bank Holidays as required
- Must be willing to undertake relevant training and attend meetings as required
- Must be prepared to work in other shops occasionally if requested.
- Must be able to lift heavy and/or bulky items

### Desirable Criteria

- Experience of working in a retail environment.
- Experience of conducting performance development reviews.
- Knowledge of selling and merchandising



## Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

## Other information

- This job description does not form part of the employment contract.
- This post is exempt from the Rehabilitation of Offenders Act.

**May 2022**