

## **Job Description**

<b>Job Title:</b>	Assistant Manager
<b>Responsible to:</b>	Shop Manager
<b>Location:</b>	Raystede Charity Shop, High Street
<b>Grade:</b>	B

### **Background information**

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43-acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The retail team are part of the Commercial and Visitor Operations department. Upholding high standards and a friendly caring approach we help and encourage people to donate and buy goods from our charity shop. Every penny of our profits goes directly into helping the animals in Raystede's care.

### **Main Purpose of the role:**

Support the Shop Manager across the charity shop operation, maintaining consistently high standards throughout the shop and storerooms, including stock management and staff rota. Deliver excellent customer service to internal and external customers.

Deputise in Manager's absence. Lead and instruct the team, to deliver on targets and standards of service. Able to work flexibly across all retail tasks.

### **Key Tasks**

- Maintain consistently high standards in the shop, processing room and throughout the stock room areas.
- Lead and instruct the team to deliver consistently on pre-agreed high standards.
- Manual handling – movement of donated goods such as books, clothing, toys etc.
- Always deliver excellent customer service in the Shop, engaging customers and seeking opportunities to improve.

- Manage daily priorities and ensure day to day routines are carried out & recorded appropriately.
- Ensure an accurate till operation, including end of day routines, cash procedures and till information
- Communicate positively and appropriately with the Commercial & Retail team.
- Lead by example, presenting a proactive, professional and friendly approach to visitors/customers, colleagues and Managers, face to face and on the telephone.
- Always follow policies and protocols
- Monitor and maintain due diligence actions & records, including risk assessments and training
- Plan and manage efficient resourcing including work planning, staff rotas, payroll,
- Complete all recruitment, induction and training processes, ensuring accurate and timely delivery of HR protocols and staff performance management.
- Seek opportunities to continually improve in all aspects of the business development.
- Deliver 100% accurate stock management processes inc stock take and stock ordering.
- Ensure all equipment is maintained appropriately
- To provide cover for assistant shop managers from time to time in other stores as required by the retail area manager. This would usually planned although in an emergency you may be asked to cover at short notice. Additional travel expenses will be reclaimable.
- Support the Shop Manager to wholly deliver compliance regimes.

### **General**

At all times ensure and maintain a compassionate, professional and efficient public image for the charity

- a. Participate in supervision, appraisal, learning, development and take personal responsibility for maintaining the knowledge and skills required for the role
- b. Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- c. Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

### **Physical requirements**

- Frequent bending, lifting, reaching, kneeling, walking and standing for 6 hours per day
- Exposure to unsanitary and sometimes unsafe items within donated goods bags
- Unloading of stock from the van for the shop, loading of stock from the shop to the warehouse.

### **Key Working Relationships**

General public, giving people the best experience in our shop through excellent customer service

Colleagues, team working is essential

Commercial and Visitor Ops team, being part of a bigger team to maximise efficiencies and share best practice

### **Scope and Accountability**

<b>Decision making and limits of authority</b>	<ul style="list-style-type: none"> <li>• Deputies in the Manager's absence for day-to-day operational needs to ensure smooth running of the shop.</li> <li>• Defer to the Shop Manager, Retail Area Manager or one of the Commercial managers at the main site for anything over and above.</li> </ul>
<b>Financial resources</b>	<ul style="list-style-type: none"> <li>• Cash handling, cashing up tills and daily banking</li> </ul>
<b>Material assets</b>	<ul style="list-style-type: none"> <li>• Accurate stock control and date rotation to minimize waste</li> </ul>
<b>Information and communication resources</b>	<ul style="list-style-type: none"> <li>• Use of department PC and email to be conducted in line with policy and procedure</li> </ul>
<b>People management</b>	<ul style="list-style-type: none"> <li>• Line manages up to 2 staff plus a team of volunteers</li> </ul>
<b>Legal, regulatory and compliance responsibility</b>	<ul style="list-style-type: none"> <li>• Comply with Gift Aid and GDPR laws</li> <li>• Maintain accurate H&amp;S records</li> </ul>

## Person Specification

	Essential	Desirable
<b>Education and Qualifications</b>	Good Standard of English and Maths	
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Retail experience in a supervisory role</li> <li>• Charity shop experience</li> <li>• Good customer service skills</li> <li>• Positive and supportive of new ideas and processes that help service and offer continually improve.</li> <li>• Well organised and able to work in a tidy manner</li> <li>• Accurate till operation and cash handling procedures</li> <li>• Good numeracy and literacy skills</li> <li>• Ability to work effectively within a team</li> <li>• Good communication skills, ability to positively interact with different groups of people, both internal and external customers</li> <li>• Good basic IT skills</li> <li>• High standards of personal hygiene</li> <li>• Knowledge of health and safety best practice.</li> </ul>	
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Proven communication skills, written and oral.</li> <li>• Ability to work within a diverse team and build excellent working relationships.</li> <li>• Ability to manage personal deadlines and prioritise a demanding workload.</li> <li>• Ability to manage relationships with tact and diplomacy.</li> <li>• Excellent attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Personal, sociable and people orientated</li> <li>• Commitment to equality, diversity and inclusion and understanding of how it applies to own role</li> <li>• Empathy and interest in animals and their welfare</li> </ul>	
<b>Other</b>	• To have a flexible approach to working hours.	