Raystede Centre for Animal Welfare

Job Description

Job Title:         Assistant Shop Manager
Responsible to:   Retail Manager
Location:         Raystede Charity Shop, Ringmer (and other locations in Sussex when required)
Hours of work:    37.5 hours, 5 days a week over a 7-day trading week
Holidays:         25 days excluding Bank Holidays
Probationary period:     3 months
Contract Type:     Permanent
Grade and Salary:  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 charity shops are the public face of the Charity and raise vital funds for the work that Raystede carries out. 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 go directly into helping the animals in Raystede’s care.

Main Purpose of the role:
Take day to day responsibility for and management of the Ringmer charity shop operation. Assist the Retail Manager in maintaining consistently high standards throughout the shop and storerooms, including stock management and staff rota. Deliver excellent customer service to internal and external customers.
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.
- Deliver excellent customer service in the Shop at all times, 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.
- Follow policies and protocols at all times
- 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
- Support the Retail Manager to wholly deliver compliance regimes.
- To provide cover for Shop Managers from time to time in other stores, as required by the Retail Manager. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.

Sales.
Achieve and exceed agreed income targets through encouraging proactive stock and donation generation and sales

- To maximise the sales potential of new goods through strong displays, promotion and timely replenishment
- To maximise the income from sales of donated goods
- To suggest marketing campaigns and sales promotions to increase sales.
- To help ensure the shop is competing effectively with local competitors.
- To manage the pricing structure for all goods sold
- To ensure all staff and volunteers maintain a high standard of customer care.
- To maximise Gift Aid income

Stock management
Effective management and sorting of stock including accurate and optimum pricing, ability to maintain a well organised stockroom and optimum floor layouts and planograms in agreement with Retail Manager

- To maintain pricing in line with company policy.
- To ensure the highest possible resale value of donated stock.
- To maintain accurate coding and processing of stock and to ensure quality control.
- To apply company display, merchandising and window dressing standards.
• To control stock density and rotation.
• To initiate local stock and sales promotions.

**Staff**

_Assist to recruit, manage, motivate and train a team of volunteers who will be positive brand ambassadors for Raystede and to co-ordinate and produce workable volunteer rotas to assist with the general running of the shop._

• To provide adequate supervision for the assistants and volunteers
• To provide training for all shop staff and volunteers.
• To recruit volunteers.
• To lead and develop the volunteer team in your shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.
• To attend training programmes and liaise with/attend team meetings
• Ensure thorough handover between manager and assistant manager between shifts

**Admin**

• To ensure that all Gift Aid administration is completed accurately.
• To ensure that Data Protection and Information Governance procedures are followed.
• To apply Trading Standards Regulations in the shop and ensure staff are aware of these.
• To apply cash management and security procedures.
• To take action to ensure the shop is adequately staffed, setting and maintaining volunteer rotas.
• To process post.
• To bank takings using agreed banking procedures

**Premises, security and safety**

_To ensure shop housekeeping is to company standard._

• To ensure all shop equipment is kept in good working order
• To inform Retail Manager of necessary repairs and maintenance.
• To act as key holder
• To ensure the security of shop takings.
• To provide best circumstances for the personal security of volunteers.
• To ensure that security procedures are understood and implemented by all volunteers
• To apply company Health & Safety regulations in accordance with guidelines by:
  o Maintaining Health & Safety records
  o Undertaking required fire drills.
  o Ensuring Fire Equipment is correctly sited and serviced.
  o Ensuring electrical equipment is properly maintained.
  o Implementing risk assessment procedures as stated in the shop manual.
  o To ensure that health and safety procedures are understood and implemented by all volunteers.
**General**
At all times ensure and maintain a compassionate, professional and efficient public image for the charity

  a. Participate in supervision, appraisal, and learning and 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

**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

| Decision making and limits of authority | • Responsible for day to day operational needs to ensure smooth running of the shop  
• Be creative in ways of working and in thinking to protect and maintain a professional and safe daily operation in a frequently changing environment  
• Defer to Retail Manager or one of the Commercial managers at for anything over and above |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Financial resources                    | • Cash handling, cashing up tills and daily banking  
• Payment processing for delivery fees. |
| Material assets                        | • Accurate stock control and date rotation to minimize waste  
• Budgeted procurement of new goods and their secure storage  
• Stock security and anti-theft procedures  
• Expected to report any defect or issue within the building to the retail manager or estates team |
| Information and communication resources | • Use of department PC and email to be conducted in line with policy and procedure  
• Safe storage and access to the Gift Aid database  
• Use of EPOS and back-office reporting functions for performance reporting, forward planning and budgeting  
• Safe control of the CCTV recordings |
| People management                      | • Supervise up to 2 staff plus a team of volunteers |
| Legal, regulatory and compliance responsibility | • Comply with Gift Aid and GDPR laws  
• Maintain accurate H&S records  
• Ensure H&S records are accurate and legally compliant |
# Person Specification

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<th>Essential</th>
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<td><strong>Education and Qualifications</strong></td>
<td>• Full Driving Licence</td>
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<td><strong>Knowledge and Experience</strong></td>
<td>• 2 years retail experience in a supervisory role</td>
<td>Charity shop experience</td>
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<td>• Good customer service skills</td>
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<td>• Positive and supportive of new ideas and processes that help service and offer continually improve.</td>
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<td>• Well organised and able to work in a tidy manner</td>
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<td>• Accurate till operation and cash handling procedures</td>
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<td>• Good numeracy and literacy skills</td>
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<td>• Ability to work effectively within a team</td>
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<td>• Good communication skills, ability to positively interact with different groups of people, both internal and external customers</td>
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<td>• Good basic IT skills</td>
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<td>• High standards of personal hygiene</td>
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<td>• Knowledge of health and safety best practice.</td>
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<td><strong>Key Skills and Abilities</strong></td>
<td>• Proven communication skills, written and oral.</td>
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<td>• Ability to work within a diverse team, and build excellent working relationships.</td>
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<td>• Ability to manage personal deadlines and prioritise a demanding workload.</td>
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<td>• Ability to manage relationships with tact and diplomacy.</td>
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<td>• Excellent attention to detail.</td>
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<td><strong>Personal Attributes</strong></td>
<td>• Personal, sociable and people orientated</td>
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<td>• Commitment to equality, diversity and inclusion and understanding of how it applies to own role</td>
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<td>• Empathy and interest in animals and their welfare</td>
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<td><strong>Other</strong></td>
<td>• To have a flexible approach to working hours.</td>
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