



JOB DESCRIPTION

Job Title: Deputy Shop Manager
Branch: Manchester & Salford
Location: 565 Wilbraham Road, Chorlton, M21 0AE
Reports to: Branch Manager

1. Purpose of the job

- To assist in the daily running of the shop, under the direction of the Shop Manager, and in compliance with current legislation, Branch & Society policies.
- To assist the Shop Manager in achieving agreed targets by maximising sales, promoting Gift Aid and controlling direct shop expenses. To help recruit and train a motivated team of staff and volunteers, whilst promoting the work of the RSPCA.
- In the absence of the Shop Manager you will deputise on their behalf and assume responsibility for the overall management of the charity shop.

2. Dimensions

- 4 shops in Northern Quarter, Chorlton, Didsbury and Urmston
- A 5th shop is soon to open in Withington
- 1 shops co-ordinator and 9 retail staff plus a pool of volunteers
- Annual combined income of £317,000 (2017)

3. Principal Accountabilities

Shop Management

- Under the direction of the Shop Manager adhere to existing RSPCA policy, processes and procedures in the management of all aspects of the charity shop.
- Recruit, train, manage and support staff & volunteers and adhere to the agreed Branch standards & policies and any relevant legislation.
- Assist in achieving sales and Gift Aid targets and maintaining a cost effective operation against set budgets.
- Provide a positive customer experience at all times, including maintaining personal presentation.
- Be pro-active in the generation of donated stock, manage stock collection efficiently and in accordance with Branch & Society guidelines
- Process donated stock in accordance to existing RSPCA policy, processes and

procedures. Ensure that the shop policies and procedures for presentation, stock rotation, pricing and returns are maintained. Minimise stock loss at all times.

- In the absence of the Shop Manager assume overall responsibility for the shop operation, including ensuring that the level of volunteers is sufficient to operate an effective charity shop operation in accordance to existing RSPCA policy, processes and procedures.
- Under the guidance of the Shop Manager recognise and implement additional opportunities for income and reductions in shop costs.
- Ensure the appropriate standards of cleanliness are maintained throughout the shop, including the sales floor, stock processing area and communal areas.
- Ensure trading hours are strictly adhered to.

Administration and Financial Procedures:

- Ensure all financial management, cash handling, daily banking and security procedures are followed.
- Ensure all relevant administration is completed within the agreed timescales.

Regulations:

- To fully assist the Shop Manager in compliance with all current legislation, Branch and Society policy; this to include Health and Safety, Trading Standards, Inland Revenue, VAT and Retail Law.
- Ensure that Data Protection policies and procedures are adhered to at all times.
- Ensure compliance with the branch's CCTV policy.
- Ensure compliance with the branch's health and safety policy (including fire safety, risk assessments and security procedures) and relevant legislation.
- Ensure compliance with the branch's volunteer policies and procedures.

Campaigns:

- Actively promote all Branch & Society initiatives and campaigns to promote awareness of the charity.
- Ensure high levels of customer service are maintained.
- Build and develop positive internal and external relationships to ensure maximum income for the charity.

- Promote the shop and the branch in the local area using all available promotional opportunities (subject to any RSPCA rules for communication with the media/social media).

Other Duties:

- As and when directed participate in appraisals and supervision with your line manager.
- To take responsibility for your personal development and identify development training needs for self and volunteers and attend training courses as directed by the Branch Manager.
- To perform any other duties as directed by the Charity Shop Manager or Shops Co-ordinator Manager which are in keeping with your duties or for which training has been given.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Follow Branch policies and procedures for health and safety.

4. Knowledge, skill and experience

Please see person specification attached.

5. Job Context

- The charity shop operations are undertaken in accordance with existing RSPCA policy, processes and procedures. Any breach is to be reported immediately.
- The sale of goods is undertaken in accordance with existing RSPCA policy, processes and procedures alongside Trading Standards and Retail Law.
- Problems are to be raised to appropriate managers within the Branch.
- The post holder will be expected to attend RSPCA meetings and training sessions that are held at other venues.

6. Additional information

- Provide additional staffing cover in the event of staff shortages for which overtime will be paid.
- To be willing to work at a different shop location in the vent of staff shortages.

NB. This job description is a statement of the job content agreed in April 2018. It should not be seen as precluding future changes.

Job holder's signature: **Date:**

Line manager's signature: **Date:**

Person Specification: Deputy Manager

	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING	Educated to GCSE level standard or equivalent. Computer literate.	
EXPERIENCE	Minimum of 1 year experience in a retail environment. Experience of cash handling and financial management procedures.	Charity shop experience in a voluntary or paid position. Experience of working in fashion retail.
SPECIAL SKILLS & KNOWLEDGE	Excellent customer care skills. Strong interpersonal and communication skills with the ability to work with a diverse group of people. Ability to use own initiative. Results driven and ability to focus on achievement of operational and financial targets.	Ability to operate a till, handle cash transactions and banking of cash. Ability to accurately complete financial accounting sheets. Knowledge of Trading Standards regulations. Awareness of health & safety legislation. Awareness of Retail Law.
PERSONALITY & DISPOSITION	High standard of personal presentation. Must be a team player. Self motivator. Excellent interpersonal skills Willingness to learn and acquire new skills. Honest, trustworthy and reliable.	
SPECIAL CIRCUMSTANCES	Ability to be flexible about work location. Willingness to sort through second hand donated goods and able to adopt safe working practices to maintain personal	

	<p>safety.</p> <p>Willing and able to work longer than the contracted hours to cover annual leave and sickness absence.</p> <p>Excellent house-keeping skills.</p> <p>Sympathy for animal welfare and the work of the RSPCA.</p>	
--	--	--