

JOB DESCRIPTION

Job Title:	Assistant Store Manager
Department:	Trading - Retail
Reports to:	Store Manager
Hours:	Up to 37.5 hours per week (over a 7 day rota)
Working Relationships:	Shop Teams, Retail Donation Centre, Volunteer Services, Fundraising

Job Summary

Support the Store Manager to maximise contribution for Garden House Hospice Care by consistently achieving store income and contribution targets through commercial stock management & motivational and engaging leadership of the store team, displaying professionalism and positive behaviours at all times.

Main Duties and Responsibilities

The post holder shall:

Income Generation

- Assist in achieving agreed income and contribution targets, ensuring aspirational VM and retail standards are achieved and maintained
- Support in the commercial management of stock, including generation, efficient processing and accurate pricing
- Work with the Store Manager to analyse financial data to make appropriate commercial decisions
- Support in the generation of income through store and organisational fundraising activities
- Maximise additional income opportunities through driving Gift Aid (whilst adhering to HMRC guidelines) and Round Up
- Support in the generation of income from store and organisational fundraising activities
- Develop and maintain positive relationships with customers, donors & staff by ensuring that hospitality is delivered to the highest standard, in a professional manner and in keeping with the philosophy and public image of GHHC

Working with others

- Ensure communication from the wider organisation is received and shared as appropriate in the absence of the store manager
- Ensure the GHHC EDI policy is consistently upheld
- Support the store manager with recruitment, induction, training and development of store team members, ensuring this is completed to the highest standard and inline with GHHC procedures
- Support the Store Manager to maintain a pleasant and professional working environment through displaying positive behaviours and communication and encouraging inclusivity
- Build relationships and work collaboratively across internal functions and within local communities to generate income and with local organisations and community groups to raise awareness of the store and the services provided by GHHC

Operations

- Take responsibility for the daily running and management of the store including teams, in the manager's absence
- Support the store manager to complete administrative tasks and processes where appropriate
- Support the store manager to implement and maintain robust BOH systems and areas
- Work within all GHHC policies and procedures relating to Health & Safety, Cash Handling & Security and HR. Work with District Manager to address and report any non-compliance to a senior member of staff
- Comply with legislation pertaining to Data Security and Protection which incorporates Information Governance and General Data Protection Regulations report any non-compliance as advised
- Follow all H&S processes as provided by Garden House Hospice Care and senior management team and ensure that the store provides a safe and secure environment for our customers, teams and visitors. Support with the delivery and recording of team training with regards to health and safety within the store
- Attend and complete all mandatory training (which may include travel to an alternative location) relating to your role
- Work in other hospice store locations or within the retail donation centre, to provide additional support as required

Confidentiality

The contractual relationship between GHHC and its employees is founded on trust. Employees will treat as confidential all information regarding the business of GHHC, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire.
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public and ensure risk assessments are completed efficiently for all activities related to this role.

Purpose and core values

All staff are expected to work in line with GHHC Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of GHHC should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.



General duties

- To always comply with GHHC Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all GHHC employees to fully comply with the safeguarding policies and procedures of GHHC. As a GHHC employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- GHHC is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- GHHC operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.

"team" refers to all members of staff including volunteers

Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Good standard of general education 	
Experience	<ul style="list-style-type: none"> • Customer service experience 	
Knowledge	<ul style="list-style-type: none"> • MS Office suite including Outlook, Word & Excel 	
Key Skills	<ul style="list-style-type: none"> • Adaptable Management & Leadership Style • Commercial Awareness • Visual & Creative Merchandising • Administrative & Operational Excellence • Conflict Resolution • Problem Solving & Decision Making • (Communication (Written & Verbal)) • Influencing & Negotiation 	
Behaviours	<ul style="list-style-type: none"> • Flexible & adaptable to change • Positive and resilient attitude • Hospitable • Pro-active • High integrity & professionalism • Accountable • Motivational & inspiring • Consistently upholds brand values 	

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.