

### Job Details

**Job Title:** Assistant Manager – Thame

**Job Reports to:** Shop Manager – Thame

**Direct Reports:** There is no responsibility for managing staff, but the Assistant Manager will assist the Shop Manager to lead a team of volunteers

### Job Purpose:

To work with the Shop Manager and volunteer team to engage support for FNHC from the local community, maximise sales and profits, and actively promote Gift Aid and the Hospice Lottery. In the Shop Manager's absence, assume full responsibility for all aspects of managing the Shop, and at all times positively promote and support the aims of the Charity. Working alongside the Shop Manager and as part of the FNHC Retail team, respond to the requirements of the FNHC Retail operation in order to maximise profitability and the smooth running of the Thame Shop.

### Key Accountabilities

- To work closely and collaboratively with the Shop Manager to deliver an excellent retail offer for the local community
- Cover planned absence of Shop Manager (days off and holiday cover) and sickness absence whenever possible
- Assist in achieving agreed income targets and maximise profit through effective cost control
- In collaboration with the Voluntary Services Team, support the Shop Manager in the recruitment, induction, training and retention of shop volunteers, promoting a happy and productive working environment for the volunteers
- Ensure that a standard of excellence is maintained at all times with regard to customer service, donor service and supporter care
- Assist in generating good quality donated goods. Receive all donated goods with gratitude and appreciation to donors at all times
- Process, price and display stock to agreed standards and timescales
- Ensure that Gift Aid is promoted and that Gift Aid donated stock is managed appropriately in line with HMRC guidelines
- Actively promote the sale of Hospice Lottery Partnership ticket sales to achieve agreed targets
- Ensure compliance with all FNHC policies, procedures and management instruction at all times and as requested – including financial, health & safety & security
- Implement all directives from FNHC / FNHC Retail
- Actively maintain a safe working environment, ensuring the safety of yourself, volunteers,

staff, customers, donors and visitors

- Assist the Shop Manager in administering new goods procedures and minimising stock loss
- Assist in analysing and responding to shop data to maximise sales
- Assist with maintaining a high standard of merchandising and display to include new goods and comply with any merchandising guidelines/initiatives issued by FNHC Retail
- In the Shop Manager's absence, ensure that the shop is adequately staffed with volunteers at all times in order to maintain the required level of service
- In the Shop Manager's absence check emails every morning and ensure that instructions and information are communicated as requested
- Assist the Shop Manager in generating additional income/stock using local and corporate initiatives
- Be willing to work additional hours and perform additional duties as and when required. This may include working in any FNHC retail outlets or from Head Office
- Attend meetings and training sessions as and when required.
- Engage and support Fundraising and PR initiatives for FNHC.
- Assist in building and developing positive internal and external relationships.
- Work positively and collaboratively with all FNHC colleagues (staff and volunteers)
- Safeguard the Charity's reputation and integrity through an awareness and understanding of FNHC brand. At all times, represent FNHC in a professional manner that engenders trust and loyalty, making the most of any appropriate opportunity to maximize awareness of the charity.

#### **Additional Information**

This job description will be reviewed as part of the post holder's annual appraisal and is not intended to be a complete list of responsibilities. To meet the ever changing needs of the Charity you may be required to perform other duties within your capacity and competence.

#### **Job Experience, Skills & Qualifications**

- Good level of education including literacy, numeracy and IT skills
- Demonstrable experience of managing a successful team within a retail environment
- Demonstrable experience of exceeding revenue and profit targets in a customer facing retail environment
- Demonstrable organisational, customer service and stock management skills
- Highly motivated, creative and a keen interest in fashion and/or donated product
- Proven ability to deal with difficult customers and situations and to be non-judgemental working with people of all abilities
- Demonstrable positive, solution-focused, 'can-do' attitude