

<b>Job Title:</b>	<b>Assistant Shop Manager</b>
<b>Reporting To:</b>	<b>Shop Manager</b>
<b>Salary:</b>	<b>£26,848 - £28,492</b>
<b>Hours:</b>	<b>37.5 hours per week</b>
<b>Location:</b>	<b>Huyton, Liverpool</b>

<b>Job Purpose:</b>	<p>We are looking for a passionate, ambitious Assistant Charity Shop Manager to join our team to help manage one of our successful charity shops.</p> <p>As an Assistant Shop Manager for Alder Hey Children’s Charity, you will work alongside the Shop Manager to deliver sales, Gift Aid and profit targets to generate income for our charity. You will support the Shop Manager by leading and developing a diverse shop team, including volunteers, always demonstrating our Charity Values of:</p> <ul style="list-style-type: none"> <li>• Courage</li> <li>• Together</li> <li>• Passion</li> <li>• Magic</li> </ul> <p>The Assistant Shop Manager will be an integral part of the wider Charity team.</p>
<b>Main Duties/Tasks</b>	<p>You will play a vital role in supporting the Shop Manager to lead, motivate, and develop a team of dedicated employees and volunteers, fostering strong community engagement and maximising the shop’s impact. This includes encouraging and harnessing the gifts of time from volunteers, goods from donors, and income from customers. As a visible and active ambassador for Alder Hey Children’s Charity on the high street, you will ensure the shop reflects the Charity’s values and purpose in all that it does. You will also support and assist with van collections and deliveries, to ensure the smooth and efficient transport of donated goods, while representing the Charity with enthusiasm and professionalism.</p> <p><b>Income generation</b></p> <ul style="list-style-type: none"> <li>• Work with the Shop Manager to maximise sales and profits ensuring weekly targets are met.</li> <li>• Support the team to maximise income from Gift Aid on donated products.</li> <li>• Support the team to maximise income via our online platforms.</li> <li>• Support van deliveries and collections, including arranging schedules and assisting on the van when required to meet operational needs and support the team.</li> <li>• Work with the wider Charity team to promote and support fundraising activities and events.</li> </ul>

- Explore ways to maximise sales via events, donation drives, pop-up shops etc.
- Cash up the till at the end of shift and ensure banking documents are completed. Investigate any discrepancies and report them to the Manager.
- Support with ensuring the money is ready and accessible for cash collection.
- Open and close the shop at the appropriate times.

#### **Volunteers**

- Support and management of a team of volunteers.
- Proactively recruit, manage and retain a diverse team of volunteers, utilise their skill sets and motivate them to deliver great customer service and perform tasks in-line with charity standards.
- Maximise the shop's opening hours and ensure the shop is open and managed by the shop team in the absence of the Shop Manager.
- Help to provide and support ongoing training and development for volunteers.
- Work and treat employees, volunteers and stakeholders in accordance with the Charity's values.

#### **Health & Safety (in conjunction with Shop Manager)**

- Ensure the shop adheres to Retail Health and Safety regulations.
- Implement good Health and Safety practices to help protect employees, volunteers, and customers.
- Help to ensure employees and volunteers are trained in manual handling.
- Help maintain the cleanliness of the shop and behind the scenes areas.

#### **Stock Control (in conjunction with Shop Manager)**

- Ensure continuous, sufficient levels of high-quality stock.
- Be responsible for deliveries and stock controls.
- Ensure stock is appropriate to the business and priced accordingly.
- Maintain a rigorous process of stock rotation, ensuring rotation within expiry dates.
- Ensure visual merchandising is a high priority, with products featured prominently in window displays.

#### **Customer Service**

- Be professional, patient and have a 'people-first' approach to customer services.
- Be committed to the principles of equality, diversity, and collaborative working.
- Set high standards of cleanliness, display and merchandising.
- Establish quality standards, consumer safety and ensuring continuity.
- Play a key role in enabling the shop to represent the Charity's values.

#### **Other Duties**

- Be an outstanding advocate for Alder Hey Children's Charity in line with the core values of the organisation.
- Any other reasonable duties as required by your line manager.

### Person Specification

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> <li>• Knowledge of Health &amp; Safety within the Retail sector.</li> <li>• Experience of dealing with the public, building customer relations.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of being part of a Management team in a Charity shop.</li> <li>• Knowledge of Gift Aid procedures and EPOS systems.</li> <li>• Experience of managing volunteers.</li> </ul>
Skills and Attributes	<ul style="list-style-type: none"> <li>• Commitment to principles of equity, diversity and collaborative working.</li> <li>• A good standard of numeracy and literacy.</li> <li>• Cash handling experience.</li> <li>• Ability to communicate effectively across a multi-site organisation.</li> <li>• Strong organisational skills.</li> <li>• Pro-active team member.</li> <li>• Enthusiastic and have the ability to motivate a team.</li> <li>• Excellent customer service skills.</li> <li>• Ability to use key IT systems, in particular the tills.</li> <li>• Ability to lift with assistance large items of furniture.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to delegate.</li> <li>• Ability to solve problems.</li> <li>• Ability to make decisions.</li> <li>• Ability to train, mentor and coach staff and volunteers.</li> <li>• A good understanding of financial management.</li> </ul>
Additional requirements	<ul style="list-style-type: none"> <li>• Strong interest in working for a children's health charity.</li> <li>• An understanding of and commitment to the values of Alder Hey Children's Charity.</li> <li>• Willingness to get involved with activities across the Charity.</li> <li>• Ability to manage time with conflicting priorities.</li> <li>• Open, adaptable, honest and reliable.</li> <li>• Flexible approach to meet the demands of the Charity.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to build and develop a successful team.</li> <li>• Be a 'hands on' leader.</li> <li>• Hold a full clean driving licence.</li> <li>• Experience of driving light commercial vehicles.</li> <li>• Willingness to occasionally work outside of normal office hours.</li> </ul>

## Our Values

Here at Alder Hey Children's Charity, our values guide the way in which we work. By being courageous, working together, being passionate about our work, and making sure that we are creative in what we do, helps us to deliver the support necessary so that our hospital can continue to deliver the very best care for our young patients and their families. Our values are:

**Courage:** we try new things and take risks to innovate and drive forward new ideas. We have the courage to speak up and take a stance. We are accountable, responsive and responsible. We are unstoppable.

**Together:** we work together as one team, sharing our knowledge and learning. We work in partnership with patients, families, supporters and colleagues. We are respectful, celebrate diversity and empower each other to achieve our aims.

**Passion:** we are passionate about what we do and why we do it. We work together to share and grow. We inspire others.

**Magic:** we are fun, creative and child led. We create special moments, provide little extras and go further for our brave young patients.

Note: This job description is intended to outline the general nature and level of work performed by employees within this role. It is not exhaustive and may be subject to change or modification as required by the needs of Alder Hey Children's Charity.

Alder Hey Children's Charity will make every endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability. Alder Hey Children's Charity is committed to equal opportunities and positively welcomes applications from all sections of the community. Alder Hey Children's Charity is committed to safeguarding children and vulnerable adults. The post holder will be required to complete an enhanced DBS disclosure check.