

Job Description

Job Title:	Assistant Shop Manager / Rheolwr/wraig Cynorthwyol Siop
Department:	Retail
Reporting to:	Shop Manager
Responsible For:	Assisting the shop manager in the running of a shop and management of the team

Purpose of Role:

To support the Shop Manager in raising funds for the charity and raising its profile. To supervise a team of volunteers with the aim of running a profitable shop front, an organised and efficient back of house within the budget set for the shop. To support the manager in the analysis of sales figures so as to drive the business forward through planning, creative thinking and developing relationships with customers and other community contacts. To devise and run fundraising events.

Main Duties and Responsibilities:

Finances:

- Oversee day-to-day cash management e.g. managing the till and accounting
- Maximise shop income by embracing other profit-making activities e.g. gift aid registrations, fundraising events.

Team Supervisor:

- Supervise, motivate and train a team of paid staff and volunteers, creating an enjoyable and effective place to work.
- Supervise the team in line with charity policies and procedures and employment law.
- Take part in the recruitment of volunteers.

Shop and Facilities Supervisor:

- Work with the shop manager on shop merchandising and layout to maximise sales.
- Supervise shop and back room processes effectively e.g. pricing, sorting, storage.
- Support the Shop Manager in paperwork and administrative tasks (by either (a) completing the task or (b) recording accurate information to enable the manager to do so).
- Supervise Health and Safety relating to the shop on a day-to-day basis, contributing the completion of risk assessments.
- Monitor the maintenance of the shop, notifying Shop Manager or Area Manager of any issues to be resolved.

Promote Charity Awareness and Fundraising:

- Hold/supervise fundraising events in the shop and/or in the community with the Shop Manager.

Other Responsibilities:

- Work as part of a wider team of shops e.g. occasionally working at other shops to cover holidays or help with re-fits.
- Develop personal skills through training provided by the charity or elsewhere (subject to approval).
- Other duties as Tenovus may require from time-to-time.

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

Person Specification

	Essential	Desirable
Experience & Knowledge		
Worked in a Retail environment	•	
Experience of the volunteer / charity sector		•
Supervised a team		•
Contributed to the management of a budget		•
Supervised fundraising activities or other events		•
Responsibility for the monitoring and maintenance of a safe working environment		•
Skills:		
A strong communicator that can build relationships with team, customers and others relevant to the role	•	
A team motivator	•	
Strong visual merchandising skills	•	
Can work alongside a manager and help to deliver the long term goals of the shop with them	•	
Creative approach to meet demand and maximise sales and profits		•
Flexible approach and able to change in line with business needs	•	
Able to act on own initiative	•	
Car driver with own car		•