

**Job Title**: Assistant Manager - Charity Shop

**Reports To**: Shop Manager

**Disclosure Check Level**: Standard

**Working Hours**: 25 hours per week

**Location:** Friends of Charis Cancer Care Shop, 50 Rainey St, Magherafelt

## Overall Role Purpose

The Friends of Charis charity shop isn’t just a regular shop. It generates profit which is donated to the Charis Cancer Care Centre to allow our vitally important work with people living with cancer across NI.

In your role as Assistant Manager you will support the Manager in ensuring the safe and profitable running of the shop. In your role you will take a lead role in recruiting, developing and managing volunteers and deputise for the Manager in their absence and you will assist the Manager with recruitment, management and development of staff. You will assist customers with their purchases, working alongside other staff and volunteers to ensure the shop floor is tidy, welcoming and stock replenished on a regular basis – all in the knowledge that your work is contributing to the work of the charity.

## Key Responsibilities

* Lead on the recruitment, training and management of volunteers
* Manage and delegate tasks to volunteers and provide feedback or any concerns to the Shop Manager
* Assisting the Manager with the management, training and development of staff
* To maximise sales and profitability of the shop through the implementation of exceptional store standards and customer care and through sound financial management.
* Deputise for the Manager in their absence
* Undertake customer services duties as required, including supporting deliveries and collections of goods.
* Ensure cash handling, banking and till procedures are adhered to in accordance with policies and procedures.
* Reporting discrepancies and problems to the Manager.
* Complete all relevant training and initiatives provided by the charity.
* Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
* Compliance with all internal policies and procedures including Health & Safety and Fire Safety etc
* As a key holder to assist with the opening/closing of the shop as required

## Person Specification

## Education/Qualifications

#### Essential

Minimum of 5 GSCE’s including Maths and English

## Job-Related Experience

#### Essential

* Minimum of 1 years’ experience of recruiting, managing and developing staff or volunteers
* Commitment to outstanding customer services and promotion of high standards within the shop
* Excellent communication and interpersonal skills
* Clean driving licence (UK or ROI) and access to a vehicle for work purposes
* Good IT and computer Skills
* Good understanding of Health & Safety standards
* Cash handling experience
* Able to work flexibly during the shop’s opening hours.
* Ability to problem solve effectively
* Good organisational skills

**Desirable**

* Experience of managing a budget
* Administrative skills to support the smooth running of the shop
* Previous retail experience
* Previous charity shop experience (paid or voluntary)

**Terms & Conditions:**

* Part-time position –25 hours per week (on a rota basis during shop opening hours), based at our shop at 50 Rainey Street, Magherafelt, BT45 5AH.
* This post carries a 3-month probation period
* The post is offered on a permanent basis.
* Salary – £24,500 (FTE for 35 hours): pro rata £17,500 (for 25 hours per week) paid monthly.
* 20 days Annual Leave (inclusive of bank holiday entitlement)
* Pension – automatic enrolment on NEST pension scheme with 3% employer contribution