



Suffolk Central Branch

Registered Charity No.206269

Job Description

Job title:	Deputy Shop Manager
Location:	Hamilton Road, Felixstowe
Line manager:	Shop Manager
Salary:	National Minimum Wage
Hours/Rota:	14 hours per week Every Wednesday and Thursday, plus occasional Saturday cover
Direct reports (if any):	None (but overseeing volunteers)
Job Purpose	
To be responsible, along with the Shop Manager, for all aspects of the charity shop, including volunteers (recruitment and management of), customer service, stock management, financial records, administration, compliance with current legislation, Branch and National Society policy and promoting the work of the RSPCA.	
Overall Responsibilities	
<p>The Deputy Shop Manager will have responsibility for the day to day running of the shop in the absence of the Shop Manager and will need to ensure that the shop is kept clean, safe and tidy at all times. This includes ensuring that all the relevant legislation is understood and shared with staff and volunteers and supported by any additional training that may be required.</p> <p>The Deputy Shop Manager needs to work with the Shop Manager to operate effective stock management processes including clear sorting and pricing procedures, enticing and engaging merchandising, clear stock rotation for all items, creative ways to encourage new sales, effective use of recycling opportunities, liaising with our other shops to ensure that ideas are shared and where possible and practical, stock is rotated between shops.</p> <p>Staffing To be responsible, along with the Shop Manager, for volunteer performance, engagement and wellbeing, which will include preparing rotas and shop cover, providing the appropriate training and coaching of volunteers.</p> <p>Finance and Management Working with the Shop Manager:</p> <ul style="list-style-type: none">● maximise Gift Aid income (if applicable) and manage associated documents and procedures● identify and implement additional opportunities for income generation and cost reductions in relation to shop activities● maintain control of the petty cash and ensure all expenditure is properly recorded● ensure secure cover of the till in the shop● reconcile the takings daily undertaking a full investigation of any cash shortages● bank all monies on a weekly basis wherever possible● ensure strict security measures are implemented for unbanked cash <p>Customer Service Ensure good customer service is provided including providing advice to customers, dealing with customer complaints and taking payment for goods.</p>	

Communication

To work closely with the Shop Manager to ensure that animal welfare and the branch objectives are shared with customers and volunteers and that all staff and volunteers are kept up to date with RSPCA news.

In the absence of the Shop Manager, you may be required to prepare a monthly shop summary report for the Trustee meetings which needs to be sent to the Branch Manager by the 1st Friday of each month.

Administration / Compliance

Complete all shop administration as required by the Shop Manager, Branch Manager, charity law and trading legislation.

To comply with all current legislation and Branch policy including, but not limited to Health and Safety, Trading Standards, Inland Revenue, VAT and Retail Law.

Health and Safety

Working alongside the Shop manager:

- ensure volunteers receive sufficient health and safety training, including fire evacuation and knowing where to obtain the procedures if necessary
- ensure 6 monthly fire drills are completed
- ensure that all health and safety regulations are in place for staff and customers and that procedures and guidelines are held centrally and are available for reference purposes
- ensure risk assessments are conducted and requirements communicated to all staff/volunteers
- ensure adequately trained first aider/s are in place

Other Duties

- to help the manager complete all housekeeping tasks such as disinfecting, hoovering, mopping and sweeping of the retail space, sorting area, kitchen and bathroom as needed
- to attend as requested, management meetings and development training courses
- to undertake any other duties which may arise and fall logically within the remit of the Deputy Shop Manager

This job description is a statement of the job content required as of February 2023. It should not be seen as precluding future changes.

Job holder's signature:	
Date:	
Line manager's signature:	
Date:	



Deputy Shop Manager – Person Specification

Criteria	Essential	Desirable
Professional/Technical Qualifications	<ul style="list-style-type: none"> GCSE (Grade A-C) or equivalent in English and Maths 	<ul style="list-style-type: none"> NVQ or equivalent in Retail NVQ or equivalent in Customer Service
Experience & Job Knowledge	<ul style="list-style-type: none"> Must be able to work on own initiative and find solutions to problems 	<ul style="list-style-type: none"> Charity shop and/or retail experience at a supervisory level Knowledge of online selling utilising platforms such as eBay and Vinted
Skills & Competencies	<ul style="list-style-type: none"> Excellent communication skills both written & oral Able to reconcile daily/monthly returns Self-motivated and able to work under own initiative Excellent planning and organisational skills, ability to prioritise work Computer literate 	<ul style="list-style-type: none"> Knowledge of Retail Laws, Trading Standards and Health & Safety Regulations Experience of recruiting and managing volunteers
Personality and Disposition	<ul style="list-style-type: none"> Good customer service skills Well presented A flexible and adaptable approach Willingness to learn and acquire new skills Enjoy working as part of a team Honest, trustworthy and reliable and be an excellent timekeeper Ability to relate well to people from all backgrounds 	
Special Circumstances (if any)	<ul style="list-style-type: none"> A genuine desire to help achieve the aims of the Branch and a commitment to animal welfare Willingness to travel to training courses as and when required Ability to provide shop cover if the absence of the shop manager Willing and able to work longer than the contracted hours when required Post holders need to be aware that the role is physically challenging and demanding Post holders needs to be aware that there may be a requirement to work on their own 	<ul style="list-style-type: none"> An understanding of the work of the RSPCA Hold a full driving licence