# Retail
# Assistant Manager

*JOB DESCRIPTION*

**Salary**

£12.71 per hour

**Location**

Boston Store

**Hours of Work**

15 hours per week
plus holiday and absence cover.

8.30am – 4.30pm

Will include weekend working.

**POST:** Retail Assistant Manager

**RESPONSIBLE TO:** Retail Manager

**RESPONSIBLE FOR**: Deputising for the Retail Manager across the retail units of the Butterfly Hospice Retail Division including premises, and volunteers, and associated trading activities.

**PURPOSE OF JOB**:

- To maximise retail sales by achieving agreed targets in line with budget.
- To maintain high levels of shop presentation by merchandising and housekeeping to high standards and in line Butterfly Hospice Trust (BHT) branding.
- To provide excellent customer care through quality of service and development of staff and volunteers.

**Key Result Areas**

- To work with the Retail Manager in the planning, supervision, and control of a retail units' activities to maximise sales and profitability.
- To have day to day responsibility for the safe and effective operation of the retail unit ensure that targets and standards are met in line with operational policy.

**Key Responsibilities**

1. To have day to day supervision of a BHT retail unit under the management of the Retail Manager.
2. To implement the agreed business objectives for the unit in line with the BHT strategic plan
3. To complete and return income spreadsheets and other data as required.
4. To carry out banking activity.
5. Accountable for day-to-day supervision of volunteers in liaison with the Retail Manager and in accordance with Hospice policies and in liaison with the Volunteer Coordinator
6. To work with the Retail Manager / Operations Manager in relation to retail security ensuring that procedures are followed to protect stock, premises, money, and people.
7. To work with the Retail Manager / Operations Manager to ensure compliance with all statutory regulations e.g. Health and Safety at Work Act 1979.
8. Comply with effective and economic systems of internal financial control.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

**ORGANISATIONAL RESPONSIBILITIES**

- Be accountable for the day-to-day supervision of retail unit and volunteers.
- Ensure all legislative and regulatory requirements are met.
- Represent, promote, and maintain a positive professional attitude and image for the charity.
- Carry out administrative duties in connection with the post.
- Provide support and information in relation to monitoring requirements, particularly in relation to statutory compliance.
- Contribute to the overall vision of the Butterfly Hospice Trust and its objectives.
- Provide a supportive working environment to all volunteers.
- Undertake any other duties, and at any other locations, as determined by the Retail Manager / Chief Executive Officer.
- Carry out duties in accordance with the organisational policies and procedures, including Health and Safety, Confidentiality, Equal Opportunities etc.

**Promotion of a Supportive Working Environment**

A supportive working environment can be defined as an environment where contribution is recognised, encouraged, and rewarded. Team members can expect to be encouraged to develop personally and professionally and to acquire new skills at a pace that is suitable to them. All team members must promote this environment as part of their roles and responsibilities.

**Training and Development**

Training and development of team members is a key expectation. They will demonstrate their commitment to their development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support team members towards the outcomes agreed.

**PERSON SPECIFICATION**

The successful applicant must be able to demonstrate empathy for our patients', carers and families and be committed to the promotion of the Hospice ethos.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

It is essential that the post holder has the **following experience and knowledge**:

- Experience of working in a customer focussed environment preferably retail.
- Good communication skills, both verbal and written
- Experience of working in a team
- Basic computer IT skills.

It is essential that the post holder has the **following skills and abilities.**

- Ability to work on own initiative and manage and prioritise own workload.
- Good numeric and accuracy skills and ability to maintain and monitor sales reports.
- Ability to participate in and contribute to staff and volunteer meetings.
- Flexible approach to working across all BHT retail premises.

Desirable

- Experience of working in a public sector or charity establishment where resources are constrained.