

Assistant Shop Manager

Department: Retail

Reports to: Shop Manager

Direct reports: Volunteers

Myton Hospices Values



Role purpose:

To work under the guidance of the Area Manager and with Shop Managers as required to achieve income targets through high standards of shop presentation, stock management and customer engagement.

Main Duties & Responsibilities

Sales

1. Support the Shop Managers to achieve daily income targets in all locations covered to include donated sales, Gift Aid income and Lottery sales
2. To ensure that a high standard of customer service is maintained at all times with all shop visitors
3. Process all donations daily and replenish all shops to stock guidelines

Shop Appearance/Back of house

1. To maintain a high standard of shop presentation and window displays in all locations, supporting the Shop Managers and volunteer teams.
2. To maintain stock categorised departments within each shop
3. To ensure a high standard of back-office organisation, tidiness & cleanliness.

Stock

1. To encourage the public to donate saleable goods to our shops, signing them up to donate under the Gift Aid scheme where possible

2. Steam and prepare stock for display.
3. To keep the sales area well stocked with merchandise, clearly priced and sized, using colour cubes when necessary.
4. To date code and rotate all stock as per the shop standards manual
5. To implement any promotions or events in line with guidelines
6. Accurately record on the epos system all sales, stock-takes, stock transfers and any other related tasks as required

People

1. To deliver courteous, polite and efficient service to all customers and donors
2. To ensure that the shop represents the Myton in a professional manner at all times, in keeping with Myton's policies, procedures and values
3. To engage with and support the volunteer teams in all locations
4. To provide clear handover with the Shop Manager and volunteers at the end of the day when covering any shop

Administration

1. To undertake the relevant administrative processes and procedures as per guidelines, using IT equipment as necessary
2. To ensure banking of monies is completed daily
3. To comply with all procedures in accordance with the Myton's Retail Manual and shop Policies and Procedures.

Security

1. To ensure that all monies are secure and that till procedures are adhered to.
2. To keep valuable donations in a safe place and recorded according to the cash handling policy
3. To hold the keys of the shop and ensure that the premises are secure.
4. Advise volunteers of their responsibility for any personal possessions.

General

1. To have awareness of procedures for Accident/Incident reporting, First Aid Box, Fire Extinguishers and actions in emergency situations.
2. To ensure the Fire Exit is clear at all times and comply with all regulations according to the Myton Hospices Health and Safety Policy.
3. To inform Myton of any defects or maintenance issues and any hazards to customers and staff, within or immediately outside the shop premises.
4. To attend all mandatory training, e.g. fire training, handling and moving etc. and ensure all E Learning is kept up to date
5. To participate in the annual appraisal programme and attend any training identified, and meetings as required.
6. Any other duties commensurate with the post.

Benefits of working at The Myton Hospices

Myton is an amazing place to work, where the role every person plays has a positive impact for our patients, living with terminal illnesses, and their families. In recognition of this, we offer a wide range of employee benefits including:

-  A generous pension contribution

- ✧ 28 days annual leave increasing with long service plus Bank Holidays and an additional leave purchase option
- ✧ Free on-site parking
- ✧ A winter savings plan
- ✧ The NHS Blue Light Card discount scheme
- ✧ Enhanced maternity and sick pay benefits
- ✧ Death in service benefit
- ✧ The support of an employee assistance programme and mental health first aiders
- ✧ Free eye test vouchers
- ✧ Subsidised meals and complementary hot & cold drinks