



Job Description

Assistant Manager – Retail

Position: Assistant Manager P/T – 2 days per week.

Responsible to: Shop Manager

Aims: Maximise shop sales and profits and to represent MGAR as an efficient and charitable organisation by ensuring that your actions reinforce the MGAR values and beliefs.

Job Overview:

- Stock is generated via collections and by members of the public.
- A shop may receive high volumes of donated stock on a daily basis.
- All the stock will need sorting, pricing, before going on to the shop floor
- The role is typically around 80% processing & shop floor standards and 20% administration
- The staffing compliment is usually 2 paid staff members per shop and approx. 10 – 15 volunteers.
- Staff carry out all cash handling and banking duties as required to follow MGAR policy.
- To work well under line manager and using own initiative.
- To manage and motivate a team.
- To build positive working relationships with in the charity as a whole.

Main Duties and Responsibilities:

Sales:

- To drive sales to achieve weekly sales and profit targets by maximising sales and minimising costs.
- Action daily floor walks as required to ensure high standards are achieved and maintained.
- Ensure that the high standard of service to our customers that is expected by Margaret Green Animal Rescue is maintained at all times.
- Actively support any fundraising promotions as directed by Head Office or your Line Manager.
- To encourage and support in the control and local involvement in events and additional sales platforms.
- To support with the implementation of promotions in the shop as directed by Head Office or your Line Manager.
- Run till reports to identify and analyse opportunities to maximise the potential of different product categories.
- Carry out all banking and cash handling activities daily.
- To carry out and train staff in all aspects of health and safety policy and train and induct new volunteers.
- Identify individual higher value items from the general stock donations and ensure these are sent to our Ecommerce Team to be placed online to sell.
- To hold regular meetings with line manager for training and information purposes.
- Support in the reasonable trading operation of your shop during seasonal bank holidays and Sundays if requested by your Line Manager or Head Office.

Shop Appearance:

- Maintain a high standard of presentation, both in the windows and the interior of the shop.
- Support in ensuring that the sales floor layout is per current guidelines and in conjunction with your Line Manager and that seasonal changes are performed within the required timeframe.
- Support in the achievement and maintenance of high standards of housekeeping, organisation and cleanliness throughout the shop premises.
- Support in the completion of a six month deep clean of both the sales and processing areas

Stock:

- Support the team in the generating your daily sales targets for your shop.
- Actively encourage the public to donate saleable stock.
- Ensure that every donation of suitable stock is accepted into the shop and processed accordingly for sale.
- Support in the adequate flow of stock from stockroom to the shop floor (momentum).
- Support the team in ensuring that there is adequate stock levels available on the shop floor, at all times, on all key lines (stock density).
- To be brand aware and price stock accordingly. Pricing up higher price items to maximise sales.
- The role will demand moving stock on a daily basis and some heavy lifting.
- Support in the rotation of stock on a daily basis so that no items of stock remains on the shop floor for any longer than the agreed time limits set by your Line Manager.
- Comply with all instructions regarding the sale, control and auditing of New Goods.

Staff and Volunteers:

- Actively recruit volunteers and provide training so they are able to perform their jobs efficiently and effectively.
- Provide training and development when required to paid staff and volunteers to enable them to perform their jobs efficiently and effectively.
- Support in the organising of a rota to ensure the shop runs effectively and the shop floor and sort room tasks are allocated.
- Support in the creation of an organised and pleasant working environment for staff and volunteers.
- Inform the shop team of business communications, promotions and information relating to Margaret Green Animal Rescue.
- Support in ensuring that all staff and volunteers comply with Margaret Green Animal Rescue policies and values.
- Ensure that you and the team maintain a clean and tidy personal appearance during trading hours and clothing is appropriate for a retail environment at all times when working on the charity's premises as stipulated in the MGAR retail guideline
- Provide both holiday and sickness cover for your Line Manager and other staff members as required, which may mean working additional hours to complete or at another location.

Administration and Security:

- Support in ensuring all relevant administration is completed on time and accurately in accordance to the Margaret Green Animal Rescue Retail Manual.
- Attend all appropriate meetings and training courses as directed by Head Office or your Line Manager.
- Develop and maintain an understanding and interest in fashion retail.
- To follow all banking and cash handling procedures in accordance with Margaret Green Animal Rescue policy.
- Ensure all security procedures are adhered to as per the Margaret Green Animal Rescue Retail Manual.
- Hold the shop keys, ensuring that the shop is secure whenever it is left unattended.
- Notify the local police, your Line Manager and Head Office in the event of a break in, shop lifting or security incident.
- Notify your Line Manager in the event of suspected theft or dishonesty by any member of the team.
- Notify your Line Manager immediately of any till errors greater than £5 (+ or -).
- Support in ensuring all staff and volunteers lock all purses and valuables in a locker.

Health and Safety:

- Support in providing a safe environment that protects all staff, volunteers and the public.
- Comply with all Health and Safety (H&S) regulations as per Margaret Green Animal Rescue H&S Policy.
- Report any maintenance or Health and Safety issues in the shop to your Line Manager.

Benefits

- Competitive salary
- Paid holiday
- Training and ongoing support from your line manager.
- Role development.
- Being valued and recognised as part of a dedicated and inspiring team of MGAR shops.
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Salary: £8.91 per hour (two days a week)

Any other duties as appropriate