



## **Job Description**

### **Assistant Manager – Retail**

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**Position:** Wimborne Assistant Manager P/T – 3 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 of safety and merchandising 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 cover other shops to allow annual leave to happen within the charity. This may include working additional days.
- 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
- 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. This is daily and weekly.
- 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 (three days a week)

Any other duties as appropriate