

Assistant Shop Manager Job Description

Responsible to: Retail Area Manager

Location: Boscombe, Bournemouth

Hours: 24 hours per week

Salary: £15,238 per year



We are excited to be opening a NEW shop in Boscombe, within the busy town of Bournemouth!

We are on the lookout for a dynamic team manager, who is experienced in Retail, has a real passion for visual merchandising and a natural way with customers, to join us on this exciting journey.

If you love the charity retail community and are a real 'people person', then this may be the perfect role for you!



By having this new shop in a fantastic location, our aim is to raise funds for the rescue animals who need us, and to promote our work to fabulous, local supporters.

Our ideal candidate will have knowledge of managing and / or being a volunteer, and recognise the importance and value of nurturing this relationship.

You don't necessarily need to have direct charity retail experience, although this would be an advantage, but a love of animals is a real must, as all of our 8 charity shops are proud to be dog-friendly.



Job Overview

- Support the Shop Manager and the volunteer team to carry out all necessary tasks
- Motivate supporters to donate via dropping off their items & promoting at-home collections for larger items and multiple donations
- Prepare new stock for the shop floor and steward volunteers in carrying out this process
- Provide great quality supporter services, building strong internal & external relationships
- Recruit & maintain a solid team of (minimum) 10-15 volunteers to support the successful daily running of the shop
- Inspire your team to maintain an exciting, visually impressive & high standard of merchandising
- Participate in monthly shop management team meetings, and meetings held with the wider Retail management team when applicable
- Support Shop Manager to maintain income & expenditure budgets and deliver upon financial targets



Main Duties and Responsibilities

- Achieve weekly sales & profit targets by maximising sales and minimising costs
- Ensure profitable trading in order to maximise income for the charity
- Be a key holder, following all necessary opening and closing procedures
- Support the Fundraising & Communications team via in-store promotions, as and when requested
- Oversee the delivery of great supporter services at all times, by all people
- Encourage local events engagement and potential for additional sales platforms
- Assist Shop Manager with income reports to identify and analyse opportunities to maximise the potential of different product categories
- Ensure all MGAR monies are managed safely, accurately and banked daily and all till-trained volunteers process sales accurately through the till
- Identify high value items from donations and inform Retail Area Manager for their consideration for listing items online
- Support the trading operation of the shop during seasonal Bank Holidays & occasional Sundays, where requested
- Provide training and development for volunteers to enable them to perform their roles efficiently, effectively & confidently
- Allocate tasks fairly & appropriately
- Provide holiday & sickness cover for your team and other staff members as required, which may sometimes mean working additional hours or at another location



Shop Appearance

We are proud of the work carried out in our network of charity shops, and often receive comments from supporters that they have a very individual, boutique style, which helps them to stand out from the crowd.

We love how much passion our Retail team has for presenting the shops in the best possible way, and we would love for our new team member to:

- Deliver & oversee exciting, different, sometimes themed window displays to entice supporters to shop with us
- Offer consistently great, clean layout of the shop space, including implementing seasonal stock changes when appropriate
- Generate & maintain sufficient stock levels to achieve your weekly sales target
- Proactively engage with the local community in order to encourage great quality, regular donations
- Select & price stock consistently, in accordance with Margaret Green Animal Rescue pricing guides
- Regularly rotate stock, as agreed by the Shop Manager, to ensure a great shopping experience is delivered to our regular supporters





About You

We would love you to apply for this exciting and varied role if you enjoy having a job where no two days are the same.

If you like to help to manage people, and are also not shy to muck in and get involved with the physical and heavy-lifting side of the work.

If you are highly organised, relish the challenge of beating targets and take a great deal of pride in promoting a positive & happy working environment.

If you can see the potential value in pre-loved items and love everything to do with new and vintage clothing and homeware, you're sure to be in your element when you see some of the amazing and unusual donations we are fortunate enough to receive.

Above all, if you would like to know you are part of a team where rescue animals and their welfare are at the heart of everything we do, and delivering great supporter services are an important way to achieve our mission, then we are waiting to hear from you.



- This role covers 24 hours per week (3 full days) on site at our charity shop in the centre of Boscombe, Bournemouth.
- The Assistant Shop Manager role may be required to provide cover for additional hours, in other locations, as needed.
- The salary for this part time role is £15,238 per year, based upon a 24-hour per week contract (3 full days).

