



Job Description

Assistant Manager for Margaret Green Animal Rescue

Position: 2 days a week contractually and additional hours as needed.

Responsible to: Shop Manager

Aims: To support the charity and meet the sales targets of the shop you are working in. To provide the Shop Manager with support to work stock and create an appealing and safe shopping environment. To drive stock out onto the shop floor in accordance with stock production targets. To carry out all cash handling procedures accurately and securely. To recruit and manage volunteers. To work additional hours in shop and to be able to cover the other shops in the charity as needed.

Job Overview:

- To drive sales and meet the financial budgets of the shop.
- To support the manager to carry out all Health and Safety procedures and carry out in manager's absence.
- To recruit and manage charity volunteers that work in the shop.
- To lead the shop's team and promote high quality customer service.
- To process and manage cash handling procedures accurately and securely.
- To use IT to provide weekly paperwork for the shop.
- To drive a vehicle to place of work and provide additional support and attend meetings.
- To support the charity in all aspects of our fundraising.
- To actively participate in monthly meetings to support Retail Area Manager.
- To assist with shop openings.
- To support shops with annual leave cover.
- To promote a feeling of unity and wellbeing for the Retail team.

Main Duties and Responsibilities:

- To work stock and produce out on to the shop floor. This stock needs to be merchandised to a high level.
- To recruit and manage volunteers. To increase the volunteer level in the shop and promote the charity within the team.
- To provide additional support to cover annual leave in other shops.
- To provide assistant manager support in the shop between the hours of 8.45am and 5.15pm daily. The shop opening times vary and your shop may be open 7 days a week when needed.
- To work with and alongside the manager in the shop, to raise the standard in the shop and hold promotional events.
- To build a strong working relationship with your line manager.

- To support any promotional activities by the charity and encourage volunteer teams to actively support.
- To assist with transfer of stock between shops and carry out take-offs in the shop to support this.
- To investigate any money abnormalities in the shop's trading and report to Retail Area Manager.
- To manage and train volunteers to work in the different departments of the shop.
- To manage any emergencies and accidents in accordance with our procedures.
- To attend any development training courses.
- To operate IT and documentation weekly to Head Office.

Administration and Security:

- Ensure all relevant administration is completed on time and according to the Margaret Green Animal Rescue Retail Manual.
- Attend all appropriate meetings and training courses as directed by Head Office or your Retail Area Manager.
- Ensure all financial, cash handling and security procedures are adhered to as per the Margaret Green Animal Rescue policy and procedure.
- Hold the shop keys, ensuring that the shops are secure and safe. Provide keys for staff cover.
- Notify your Retail Area Manager in the event of suspected theft or dishonesty by any member of the team.
- Notify your Retail Area Manager immediately of any till errors greater than £5 (+ or -).
- Ensure shops compliance is carried out by shop managers to maintain shop standards.

Health and Safety:

- Provide 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 concerns to appropriate bodies.
- To deal with emergencies as needed and offer adequate support.

Pay;

The rate of pay is £10.50 per hour.