



Autism
BEDFORDSHIRE

Registered Charity No. 1100772

Assistant Charity Shop Manager

Post Title: Assistant Charity Shop Manager

Location: Bedford

Hours: 20 - 22.5 hours per week

Salary: £17,000.00 per annum

Service:

Responsible to: Charity Shop Manager

Responsible for: n/a

Post Begins: tbc

Job Purpose:

To assist the Charity Shop Manager in running Autism Bedfordshire's charity shop in Bedford. Maximising sales and profits, achieving targets set, delivering high standards through the effective management of volunteers. Responsible for the day to day operation of the shop while ensuring that targets are met through excellent customer service, effective planning, good merchandising and stock control, housekeeping and volunteer cover. The post holder will contribute positively to a harmonious and collaborative working environment.

Key Responsibilities:

- **Volunteer Management**
 - To ensure that all volunteers who represent Autism Bedfordshire are helpful and efficient when dealing with sales and donations and act in a courteous manner.
 - To encourage a positive working culture, good volunteer relations and high levels of enthusiasm throughout the shop to create job satisfaction by working in a happy environment.
 - To take an active role in the recruitment and training of volunteers.
 - To communicate effectively with volunteers and all other members of staff by effective planning, prioritising, delegating and monitoring workload.
 - To ensure all staff and volunteers adhere to Autism Bedfordshire's policies and procedures.

- **Commercial Management**
 - To achieve agreed targets by delivering effective pricing using the guidelines, stock rotation, weekly promotions and sales initiatives.
 - To demonstrate a good understanding of all donated stock lines, ensuring adequate stock levels at all times.
 - Ensure that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities.
 - To achieve high standards of housekeeping, cleanliness and presentation.
 - To reach out to the local community to encourage shop visits and support donations
 - To maintain awareness of local competitor activity and initiatives.
 - Ensure high levels of customer service are maintained and delivered
 - Ensure trading hours are strictly adhered to
 - Assume overall responsibility for the shop premises including key holding

- **Financial**
 - To ensure correct procedures are adhered to for banking, cash handling and administration within Autism Bedfordshire guidelines.
 - To report any financial irregularities immediately to the Charity Shop Manager, ensuring sales are recorded properly and cash is kept secure at all times.
 - To monitor and control all shop consumables and expenses to meet targets set.

- **Other Tasks**
 - To deputise for the Charity Shop Manager when required.
 - Source stock and ensure stock levels are adequate.
 - To promote the work of Autism Bedfordshire through a clear understanding of the charity's aims and philosophy.
 - To adhere to Autism Bedfordshire's Health & Safety policy and procedures and inform the Charity Shop Manager immediately in the event of an incident, or any hazards.
 - To regularly update and maintain knowledge of Health & Safety rules; fire drills; internal security; and accident procedures and adhere to these at all times ensuring correct reporting.
 - Attend meetings and training sessions as required.
 - To ensure that the shop is secure at the end of the day.
 - Any other duties as may be reasonably expected within the nature and responsibilities of the role.

Person Specification – Assistant Charity Shop Manager

Listed below are the requirements of the job in terms of what the candidate will need to offer to be able to perform the job in the first instance. The cross (X) indicates whether these requirements are essential or desirable.

Skills and Attributes	Essential	Desirable
Excellent Customer Service Skills	X	
Commitment to Equal Opportunities	X	
Ability to work under pressure with minimum supervision	X	
Ability to use own initiative within delegated authority	X	
Good communication skills	X	
Good record keeping skills	X	
Ability to motivate self and others	X	
Car owner/driver	X	
Clean Driving Licence		X
Experience		
Experience in a similar retail environment	X	
Experience of recruiting and working with volunteers		X
Experience of management and recruitment		X
Experience of managing and delivering training programmes		X
Experience of budget management	X	
Experience of cash handling, banking and security associated with the task	X	
Knowledge & Skills		
Excellent verbal and written communication skills	X	
Excellent presentation skills	X	
Good written and numerical skills	X	
Excellent planning and administration skills		X
Ability to set and manage own priorities, work independently and act on own initiative whilst relating to other people on key issues	X	
Basic knowledge of Health & Safety and Fire Regulations		X
Experience of social networking and auction sites		X
Ability to research and generate highest sale value for donated goods		X
ICT skills – Microsoft office	X	
Qualifications		
NVQ or equivalent in retail		X
Personal Abilities		
Ability to think creatively	X	
Proactive and organised	X	
Ambitious, innovative, motivated and results driven	X	
Trustworthy, patient, able to develop good working relationships	X	
Team worker	X	