HEADWAY – the brain injury association

**JOB DESCRIPTION**

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| **Appointment** | **Deputy Shop Manager** |
| **Responsible to** | Shop Manager  |
| **Main Purpose** | To manage the day to day running of a charity shop and deputise in the managers absence |
| **Responsible for**  | Headway Retail Volunteers |
| **Key Responsibilities** | Maximise income against targets and promote the charity to enable Headway to provide support to survivors of brain injury, their families and carers |

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| **Main Responsibilities/Deliverables** |
| **Retail Performance** | Support Shop Manager to:- * Meet or exceed monthly sales targets
* Meet or exceed monthly Gift Aid targets
* Control costs to meet net performance targets
* Work towards agreed KPI’s including sales, Gift Aid, stock processing and volunteer hours
* Have a strong understanding of performance against targets
* Demonstrate and expect excellent customer service skills from the team
* Responsible for cash handling and daily banking
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| **Stock Management** | Support Shop Manager to:-* Actively promote stock donations
* Process stock to agreed standards and targets and ensure shop floor at capacity
* Ensure rotation is up to date on all departments
* Ensure stock is stored within Health and safety guidelines
* Ensure Gift Aid stock is managed to Headway policies and procedures
* Put systems in place to manage loss prevention of stock and cash
* Ensure that shop layout is commercial using epos information to allocate floor space to department size
* Ensure shop presentation is to high standards
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| **People** | Support Shop Manager to:-* Have a good working relationship with the wider team, other shops, Area Manager, Head office staff and donation centre
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| **Volunteers** | Support Shop Manger to:-* Actively recruit volunteers to meet and exceed KPI for volunteer hours
* Manage, motivate and involve volunteers in retail performance and Headway as a charity
* Follow Headway policies and procedures for volunteer recruitment and storage of personal information
* Promote a positive working atmosphere
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| **Manage Information** | Support Shop Manager to:-* Ensure that office and paperless systems are run in compliance with Headway Policies and procedures
* Ensure that all monthly paperwork is completed correctly and on time
* Respond in a timely manner to instructions
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| **Retail Gift Aid** | * Have a full understanding of Retail Gift Aid and EPoS systems
* Manage stock with a secure audit trail back to the Gift Aid donor
* Ensure the shop team understand the Gift Aid process and the need for the policies and procedures around Gift Aid
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| **Policy** | * Comply with all of Headways Policies and procedures
* To comply with Headway’s Equal Opportunities and Health and Safety policies and undertake appropriate training and personal development as appropriate.
* Promote Headway in a good light, acting as an ambassador for Headway to the local community, media, customers, donors and volunteers
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| **Miscellaneous**  | * Provide holiday and sickness cover for Shop Manager as and when required
* Attend Deputy Managers Meetings at Nottingham office approximately twice a year or as needed
* Attend area meetings as and when
* Undertake necessary and relevant training
* Undertake other such reasonable tasks as may from time to time be deemed necessary by the line manager
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Person Specification

1. Positive attitude with a ‘can do’ approach
2. Highly organised, with the ability to multi-task and work within a fast paced environment
3. Ability to take the initiative
4. Smart, reliable and punctual
5. Excellent customer service skills - Always polite, cheerful and helpful to customers, volunteers and staff
6. Strong leadership skills and a flexible team player
7. Able to use Epos system and basic computer office suite
8. Good telephone manner and be able to form positive working relationships with the public and Headway supporters
9. Willing to be flexible with hours and to take on additional responsibilities if required
10. Willingness to learn about the consequences of brain injury

Desirable

* Experience of working or volunteering in a charity shop or retail outlet
* Experience of supervising or managing colleagues or volunteers
* Experience of handling cash and banking procedures