

# Job Description

## Part Time Assistant Shop Manager

Job Title: Assistant Shop Manager

Responsible to: Shop Manager

### Job Purpose:

This is a hands on role providing support to the Shop Manager to ensure the smooth running and overall effectiveness of the shop.

### Key Tasks and Responsibilities:

- Helping the Shop Manager drive the success and profitability of the store, covering for management when necessary
- Cover the shop when the Manager is on annual leave and to take overall responsibility
- Leading by example, offering excellent customer service levels at all times
- Displaying goods effectively and maintaining the shops appearance
- Recruiting, supporting and training the volunteers in the shop, as required by the Shop Manager
- Encouraging engagement in the shop and the work of the Plymouth Drake Foundation
- Generate stock donations to meet sales requirements
- Operating the till and accurately handling cash and credit/debit card transactions
- Assist in changing displays of shop stock
- Receiving and sorting donations and replenishing stock
- Being vigilant at all times and to help minimise stock loss
- Answering general customer enquiries in a polite manner

### Other Tasks and Responsibilities:

- Banking within operational guidelines
- Maintain a safe working environment that protects you, the Manager, the public and volunteers
- Any other duties as appropriate

### Key Competencies and Skill Requirements

- be a confident, enthusiastic team player
- be self-motivated
- be able to lead a team of volunteers
- be able to deliver excellent customer service to all of our customers
- be flexible

- be able to do extra hours when required
- eligible to work in the UK
- have some knowledge of social media
- previous retail experience would be an advantage