

# **Chest Heart & Stroke Scotland**

## **Assistant Shop Manager**

### **Job Description – RSM1**



**Job Title:** Assistant Shop Manager

**Location:** 12 Easter Road, Edinburgh, EH7 5RG

**Purpose:** The main purpose of the post of Assistant Shop Manager is to support the manager to operate the charity clothes shop at this location. To help achieve targets, sales and profit as agreed with the Area Manager. Give support in the recruitment and development of volunteers

**Reports to:** Shop Manager

**Responsible for:** Volunteers and trainees

**Days of work:** 2 days per week

**Hours of work:** 13 hours per week (10am – 5pm per day with 30 minutes for lunch).

**Review of Work:** The post holder is subject to the CHSS objective setting, supervision and appraisal process.

**Annual Leave:** 24 days plus 12 statutory days (pro rata for part time staff).

**Salary:** £6.94 per hour

**Closing Date for Applications: 12noon on Friday 17 February 2012**

**Internal contacts:** Head of Retail Operations & Trading  
Area Manager  
Shop Managers and Asst. Managers  
Accounts Department  
Fundraising Department

**External contacts:** General Public  
CHSS Supporters  
Local Traders  
Local Contractors  
Recycling merchants

**Main Responsibilities:**

**To support the shop manager in all of the following:**

Compliance with Health and Safety Regulations

Acquiring sufficient stock to generate sales

Co-ordinating uplift of stock donations

Processing clothes and bric-a-brac etc

Recruiting, supervising, training and supporting volunteers, and trainees, some who may be vulnerable adults or young people

Organising staffing of the shop

Ensuring weekly targets are met

Organising handling and daily banking of cash

Completing required paperwork

Commercial window displays.

Ensuring high standards of CHSS shops are well maintained.

Attendance at any relevant training

Adhere to CHSS Policies & Procedures

To participate in the CHSS Appraisal and Support & Development process

Promote CHSS fundraising at a local level

To undertake other duties from time to time as directed by the Area Manager

The Charity Shop Assistant Manager is part of the CHSS fundraising team and is expected to contribute to the department's goal of raising revenue to enable the organisation to meet its objectives.

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.*

**Equal Opportunities:** CHSS is committed to equality of opportunity and to non discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.

**CHSS aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness, through programmes of research, health promotion, advice and information and the provision of services to people who have these illnesses.**

# Chest Heart & Stroke Scotland

## Assistant Shop Manager

### Person Specification



|   | <b>Essential</b>  | <b>Desirable</b>   |
|---|---|--|
| <b>Aptitudes<br/>Abilities<br/>Skills</b> | Ability to communicate on all levels<br>Good organisational skills<br>Good presentation skills<br>Ability to plan and work to targets<br>Good interpersonal skills<br>Ability to work independently and confidentially<br>Negotiation skills<br>Positive thinking<br>Ability to work and think flexibly | Understanding of planning in a retail environment<br>Training of Staff |
| <b>Education and Knowledge</b>            | Knowledge of retail<br>Knowledge of current trends in retail<br>Administration  | Knowledge of local community<br>Knowledge of charity retail            |
| <b>Previous Experience</b>                | Working in a retail environment<br>Working as a member of a team  | Working with Volunteers  |
| <b>Values/<br/>Attitudes</b>              | Non judgemental attitude<br>Commitment to equal opportunities   |  |