**Bank staff: Assistant Shop Manager**

**Skipton / Ilkley area**

**Responsible to:** Shop Manager

**Responsible for:** Volunteers

**Hours of work:** Variable: zero hours contract to cover busy periods and absences

**Overall Purpose of Role:**

To run the Martin House Charity Shops effectively and contribute to the annual income targets as agreed with the Shop Manager and Retail Area Manager. To be an Ambassador for Martin House Children’s Hospice within the local community.

We are looking for someone who can be flexible with their time, as there will be opportunities throughout the year to cover Annual Leave and other absences. The shifts will be mainly in our Skipton and Ilkley shops, though shifts at other shops may be available.

**Tasks and Duties:**

* To hold each member of the Martin House team in positive regard and to foster a culture of respect and consideration between all staff and volunteers.
* To take responsibility for the running of the Martin House hospice shop, meeting sales targets and actively work towards increasing sales.
* To actively recruit, support, train and organise volunteers, providing supervision to ensure they work within their defined role and that there is sufficient cover on a Sunday.
* To be responsible for ensuring health, safety and security of volunteers and shop premises, including risk assessment and training. To inform the Shop Manager or Retail Area Manager of any complaints, accidents or untoward occurrences in the shop. To be a named Keyholder of the shop and ensure security of the premises.
* To work with the local community to ensure a continuous flow of good quality stock. To display stock attractively on the shop floor and ensure a robust rotation of stock in a safe manner.
* To actively promote the Martin House Gift Aid system to all supporters and customers and to train all volunteers to do the same.
* To comply with financial procedures at the shop and accurately cash up, bank shop takings and report figures and relevant paperwork as requested.
* To support the Fundraising Department by promoting events and the lottery in the local community and train volunteers to do the same.
* Any other duties as may be reasonably required.

**Personal development**

* To adopt a positive and reflective approach to personal and professional development.
* To participate constructively in a yearly annual appraisal.
* To undertake specific training to ensure knowledge remains updated

This job description reflects the present requirements of the post and will form the basis of performance appraisal. As duties and responsibilities change and develop the job description will be reviewed and necessary changes made with consultation.

**Equality statement**

Martin House is committed to providing care and improving services irrespective of race, ethnicity, disability, gender, religion or belief, age, marital status, or sexual orientation

**Safeguarding Children, Young People and Vulnerable Adults**

Martin House is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with safer recruitment standards and successful applicants may be required to undertake a DBS check via the Disclosure and Barring Service (DBS).

**All Martin House Employees are Expected to:**

* Uphold the values of Martin House and always behave in a professional manner.
* Value equality and diversity and comply with relevant equality legislation.
* Attend 1:1s with line manager, attend team meetings and annual appraisals.
* Take part in all relevant mandatory training and any other education and training considered necessary to carry out the role.
* Take responsibility for one’s own personal development.
* Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
* Establish and maintain effective communication with relevant individuals and groups, both internally and externally.
* Take responsibility for one’s own health and safety and the health and safety of others whilst at work, and comply with Health and Safety legislation.
* Comply with information governance requirements and always maintain confidentiality, as required.
* Work within all Martin House policies and procedures.
* Communicate a positive image of Martin House and protect its reputation.

**Staff who support Martin House volunteers are expected to:**

* Carry out effective inductions for new volunteers in your department
* Lead and guide volunteers, providing the support needed to maintain morale and enable them to work effectively
* Supervise your volunteers appropriately in their day-to-day work and actively work to recognise the work that they do
* Ensure your volunteers have access to some personal time with you on a regular basis
* Ensure that your volunteers have an annual opportunity to reflect on their volunteering role with you
* Support appropriate volunteer learning and development within your team
* Communicate effectively with your volunteer team, and in line with the Martin House Staff Charter
* Play a role in the recruitment of new volunteers within your area, once appropriate training has been given
* Manage performance issues with volunteers fairly and sensitively, taking advice from the HR department where appropriate

This job profile will be reviewed in consultation with the post holder in the light of on-going and changing organisational needs and will form the basis for performance appraisal.

**Person Specification:** Assistant Shop Manager (Bank)

**Qualifications and relevant work experience:**

No specific qualifications needed

Desirable

1. Experience of supervising a team of volunteers or staff
2. Experience of working in a retail environment

**Knowledge and skills:**

Desirable

1. Ability to work independently and as part of a team
2. Strong interpersonal skills, balancing the need to keep customers and volunteers happy with the priorities of the business
3. Ability to maintain positive working relationships with people from all walks of life
4. Ability to handle money, keep records and organise work
5. Excellent communication skills
6. Ability to manage priorities and time
7. Knowledge of an employer’s health and safety responsibilities
8. Ability to demonstrate presence of mind when working under pressure
9. Experience of using an electronic till system

**Attributes:**

1. Ability to maintain confidentiality
2. Willing to undertake further appropriate training where necessary
3. Committed to equal opportunities