JOB DESCRIPTION

Job Title: Deputy Shop Manager

Reporting to: Retail Manager

Location: 12, The Green, Hunstanton, PE36 5EH

Hours of work: 15 hours per week over 2 days flexible days (Monday to Sunday including some bank holidays)

Annual Leave: 25 days increasing to 27 after 5 years' service and 29 after 9 years' service + 8 days in lieu of public holidays (FTE)

JOB PURPOSE

Tapping House's Retail Deputy Managers play a vital role in income generation. We are looking for an energetic, enthusiastic and results driven retail deputy manager for our new store.

The successful candidate will support the retail manager in building and managing a dedicated paid staff and volunteer team to maximise the income contribution from the shop to Tapping House focusing on sales targets, KPIs and stock generation.

The successful candidate will be a keyholder and will open and close the shop when required as well as complete end-of-day financial procedures.

MAIN DUTIES

To assist the Manager to -

Sales and Profit

- Achieve sales targets from donated stock through effective processing and space management analysis

- Achieve KPI targets by motivating, training and monitoring the shop team
- Implement all directives from the Senior Management Team
- Provide excellent customer service and create a welcoming and pleasant environment for staff, volunteers and customers.

Stock Management

- Generate quality donated goods to achieve adequate processing targets to maintain agreed stock levels.
- Take a hands-on approach to ensuring the shop is well stocked, and processing targets are met.
- Minimise stock loss through effective management and stock take of new goods
- Ensure that effective processing systems are in place within the stockroom to support the stock-levels needed on the sales floor

Shop Standards

- Maintain a high standard of merchandising and display
- Maintain a high standard of customer service
- Maintain a high level of cleanliness at all times

Staff & Volunteer Management

- Effectively recruit, train and support all staff and volunteers ensuring they are able to maximise their potential
- Keep the shop adequately staffed at all times, including days off, lunch breaks and staff holidays, to maintain levels of service. Ensure cover for own holiday periods
- Ensure that all information and instructions received from meetings, emails and other communications are actioned and communicated clearly to all staff and volunteers when appropriate
- Ensure that staff and volunteers comply with Tapping House's policies and procedures

Administration

- Comply with the Tapping House's financial and administration procedures.
- Managing paperwork effectively.

Security and Health and Safety

- Ensuring that all the Tapping House's procedures and policies are correctly followed at all times

Other duties and responsibilities

- Be willing to work additional hours and to perform any other additional duties including covering others shops as and when required by the business
- Travel to meetings and training sessions as required
- Have knowledge of Tapping House's structures and current activities
- Engage and support Fundraising and stock generation initiatives
- Build and develop positive internal and external relationships to ensure maximum income for our charity

General

- To uphold the Hospice's vision and values at all times



- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

Information Security, Confidentiality, and Records Management:

- The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.

- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, and such will be necessary for a submission for disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

PERSON SPECIFICATION
Deputy Shop Manager

Attributes	Essential	Desirable
Qualifications and Training	Good general education with excellent verbal, numerical and written skills	NVQ Level 2 Retail Skills or equivalent experience
Experience and Skills	Experience of working in a similar retail environment Experience of cash handling, banking and security associated with the retail environment Ability to provide excellent customer service in an efficient and courteous manner The ability to motivate self and others Ability to work as a team member Provide leadership, supervision and staff support skills Personal organisation and time management skills Planning and administration skills Computer confident Good knowledge of correct moving and handling techniques and the ability to move heavier donations within health and safety	Experience of working with volunteers Experience of receiving donated goods Supervisory experience Basic knowledge of Health and Safety and Fire regulations with the ability to identify potential risks Ability to recognise stock potential Ability to research and generate highest sales value for donated goods income Knowledge of Gift Aid

	guidance Strong interpersonal skills Flexible attitude and adaptable to change Able to use own initiative	
Personal Attributes	Good level of fitness due to the nature of the role Team player Proactive and flexible Adaptable to change	Full UK driving licence with access to a vehicle