



PART-TIME CHARITY SHOP ASSISTANT MANAGER - MONMOUTH

Job Description

Responsible to:	Charity Shop Manager
Responsible for:	In the absence of the shop manager, oversee and be responsible for the operation of the shop and for the management of staff and volunteers. To communicate regularly with the shop manager on all operational and other relevant issues that affect the running of the shop.
Salary:	£11.65 per hour
Hours of work:	Saturday and Monday – 10am to 4.30pm (with flexibility to work other days subject to the needs of the business and levels of staff and volunteers to work)
Duration of Post:	12 Month fixed term contract – continuation subject to income

Organisation

Established in 1984, Bridges is an independent Monmouth-based charity. Our aim has always been to enhance the wellbeing of the local community. We make a difference to the lives of older people, rurally isolated people, young adults with additional needs, people with mobility challenges and those who are economically disadvantaged. Our charity shop is at the forefront of Bridges charity within the community.

Scope of Job

This role will support the Charity Shop Manager in the day to day management of our popular and busy shop located on Monmouth high street. The focus is on maximising income and profitability of the shop through the processing, display and sale of donated goods and to increase the profile of the Bridges Charity. The post holder will be required to cover the shop manager on their days off and at other times as required. To be successful in this exciting opportunity you will have a love of sustainable fashion, excellent communication skills and developed leadership skills.

Main Duties

Operational

- To support the Manager in running the shop and to be responsible for its day to day management on specified days and during the Managers absence.
- In line with trading hours, open and close the shop punctually on days of work and in accordance with procedures.
- Operating tills and accepting/processing all forms of payment and processing refunds.
- Financial management, including daily cash register reconciliations, banking and record keeping
- Maximise income from gift aid by utilising robust systems and processes. Inspire volunteers to grow donor sign-ups and process gift aid stock efficiently
- In partnership with the Manager, maximise opportunities to achieve shop income targets and run a cost effective operation.
- Ensure high quality customer service and create a professional, helpful and welcoming atmosphere.
- Help to create an exciting shop floor experience that makes Bridges' stand out from the competitors.
- To adhere to health and safety regulations and ensure staff and volunteers work in a safe manner and are trained where appropriate.
- To keep staff and volunteers informed of operational matters.

- To maintain all administrative procedures and complete appropriate paperwork accurately and on time.

Stock donations and processing

- Assist with generating sufficient quality stock donations through positive relationships with the local community and businesses.
- To receive suitable donations from the general public and to process them in accordance with guidelines.
- Ensure donated items are sorted, prepared, cleaned, labelled and competitively priced prior to display.
- To maintain excellent display and merchandising standards and high levels of stock.
- Ensure stock is rotated and working with the manager, develop a rolling programme of seasonal window designs and displays.
- Ensure unsuitable donations are effectively managed through the recycling process to prevent build up within the shop and unused stock is disposed of effectively.
- To maintain good housekeeping standards at all times ensuring the shop/storage areas are tidy and presentable and that stock does not present a risk to health and safety

Staff and Volunteers

- Help create a positive and fulfilling environment for staff and volunteers and assist the manager with maximising the potential of every individual.
- To support the Manager in the recruitment, training, supervision and mentoring of staff and volunteers.
- Encourage team building and an active involvement in all aspects of shop working.
- Where necessary, manage a staffing rota, ensuring that sufficient cover is available and planned effectively
- Help grow and develop volunteers, including 'Key Volunteers' to take responsibility for different departments and shop activities.
- Provide instructions/guidance to staff and volunteers in relation to shop processes and procedures to ensure they are competent to carry out their relevant tasks.

Security and Health & Safety

- Take all reasonable measures to follow Health and Safety policies, procedures, and appropriate legislation as applicable, including personal accountability for the safety of self and others at all times.
- In the absence of the Manager, undertake daily health and safety checks and be the primary first aid contact within the shop.
- To adhere to the Procedure Manual and company policies and procedures at all times
- Ensure till reconciliation and banking is completed each day and reporting any issues to the Shop Manager/ Finance Manager.
- Be a key holder and ensure the shop is safe and secure on departure.
- Report any maintenance or H&S issues to the Shop/Facilities Manager

Other Duties:

- In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned in addition to those shown above.
- To attend meetings and training as required.
- Be an ambassador for Bridges, promoting the charity and its work at any opportunity.
- Actively promote the shop, its staff and volunteers, donor or customer messages through effective communications.
- Help plan and develop internal and external events to grow the profile of the shop within the local community.

Key Skills Required:

1. Proven organisational and prioritising skills
2. Demonstrates excellent communication skills both written and oral
3. Ability to provide excellent customer service in an efficient and courteous manner
4. Ability to be flexible and deal with conflicting demands and pressures.
5. Team player who can motivate self and others

Role based skills

Essential

1. Proven customer service experience, ideally in a retail environment.
2. Experience of working in a busy environment and multi- tasking.
3. Ability to organise and prioritise own work and that of others.
4. Possess a flair for fashion and knowledge of brand labels and pricing levels.
5. An eye for detail with ability to create professional visual merchandising.
6. Experience of working in a team and ability to work alongside and support volunteers.
7. Numerate with the ability to handle money, complete till reconciliations, banking and keeping financial records.
8. Computer literate and proficient in the use of Microsoft Office (Outlook, word & excel).
9. Knowledge of health and safety and to be accountable for shop safety in the absence of the manager.
10. Physical capacity to handle heavy/awkward/bulky items within the building that spans over three floors.
11. Experience of leading a team and planning staffing rotas.
12. Must be willing to work on weekends, bank holidays and be flexible to work additional hours as required in line with peak trading periods such as Christmas and sales promotions.
13. Must be willing to undertake relevant training in First Aid, Manual Handling and Fire Safety
14. To attend and contribute to key meetings as required
15. Must be willing to act as key holder

Desirable

1. Experience of working in a charity shop
2. Knowledge of gift aid legislation
3. Experience of managing a team of volunteers
4. Ability to use social media platforms to promote shop/stock and online training portals.
5. Understanding of merchandising and displays
6. Knowledge of budgeting

Other Requirements:

A right to work check and a DBS (Cost covered by Bridges) will be required prior to starting within the role.

The Application Process:

If you would like to apply for this post, please complete the '**application form**' on Bridges Centre's website.

Please send your completed application by email to amy.mcdougall@bridgescentre.org.uk or by post to:
Amy McDougall (HR Manager)

Bridges Centre,
Drybridge House,
Monmouth,
NP25 5AS

The closing date for all applications (by post or email) is 1pm on Friday 31st January 2025.

Please note; it is not our organisational policy to provide feedback to candidates who have not been shortlisted for interview.