

Camden Mind Ventures Ltd

**Charity Shop Assistant Manager (21 hours per week)**

**Job Description**

**Job title** Assistant Shop Manager

**Accountable to** Mind Ventures Shop Manager

**Responsible for** Supervision of volunteers and others engaged in the operation and development of Mind Ventures charity shop

**Purpose of job** a) To assist the manager all aspects of shop operations, with the purpose of ensuring the maximum amount of profit is gift aided to Mind in Camden as the parent charity

b) To further develop the profitability of Mind Ventures operations, as agreed and directed by the shop manager.

**Introduction**

Camden Mind Ventures is a trading company limited by shares, it is a wholly owned subsidiary of Mind in Camden, a mental health charity. It operates as a separate company with management supervision and control (and limited administrative assistance) from the charity. The role of Company Director is fulfilled by the Chief Executive of the charity. The purpose of the shop is to make a net financial contribution to the parent charity without constituting a drain on its financial or management resources. The Shop Manager and Assistant Shop Manager are responsible for ensuring this happens. Specific duties are outlined below.

**Shop Operation**

1. **Premises**

**To assist, as requested by the manger, in:**

* 1. Ensure that premises open and close on time and are properly staffed by volunteers
  2. Ensure that arrangements for keys and access are made
  3. Ensure premises are adequately maintained and cleaned - undertaking basic maintenance and cleaning tasks alongside volunteers
  4. Ensure that Health and Safety legislation is complied with
  5. Ensure that emergencies are dealt with (e.g. broken windows etc.)
  6. Ensure there are backup plans for when the post holder or volunteers are unable to attend
  7. Liaising and negotiating with the Landlord and others involved in premises maintenance

1. **Donated Goods**

**To** **assist, as requested by the manger, in:**

* 1. Creating and/or implementing guidelines on what goods we do and do not take
  2. Arrange and undertake collections where appropriate

c) Ensure arrangements are in place for receiving and storing goods

d) Ensure that saleable goods are sorted, appropriately priced and effectively displayed

e) Ensure that special goods (e.g. designer labels, collectors’ items, antiques etc.) are

identified and priced accordingly

f) Identify other places to maximise the profit on special goods (e.g. dealers, eBay etc.) and place accordingly

g) Ensuring that goods that are not selling are promptly reduced in price or replaced with

more saleable items

h) Arrange for the disposal of unsold goods

i) Managing online sales on Ebay

1. **Finances**

**To assist, as requested by the manger, in:**

* 1. Making and/or implementing arrangements for taking cash, providing receipts, refunds, floats, accessing safes and keys, cashing up and regular banking.

b) Help in forecasting income and expenditure as required

c) Controlling income and expenditure

d) Primary record keeping of cash book, summaries of daily takings and monthly takings and banking

e) Providing reports and records for the Finance department and the Company Director as required

f) Ensuring that all arrangements minimise opportunities for theft and fraud

g) Assisting the manager, finance staff and external auditors in spot and regular checks on finance matters

1. **Management of Volunteers**

**To assist the manager in:**

* 1. Recruiting, inducting, training, supervising and delegating tasks to volunteers
  2. Dealing with disciplinary and grievance issues in relation to volunteers
  3. Administering volunteer expenses
  4. Working alongside volunteers in the general running of the shop

1. **Further Duties**

**To assist the manager in:**

* 1. Ensuring that arrangements are in place to deal with untoward incidents (e.g. shoplifting, accidents) and that incidents are investigated and lessons learned
  2. Securing and ensuring the quality and cost effectiveness of maintenance and other services that cannot be undertaken by self or volunteers (e.g. sign writers, contractors etc)
  3. Ensuring that shop operations do not undermine the public image or values of the parent charity
  4. Ensuring that the shop operates effectively during its opening hours when the manager is not present (including annual leave and cover arrangements for sickness).
  5. Establishing and maintaining relationships with other local traders, including identifying competitors and monitoring their activities.
  6. Dealing politely with customer complaints
  7. Abiding by all financial and other policies and procedures/agreed practice relating to the shop
  8. Other tasks as required for the smooth and effective operation of the shop and the Company (sorting donations, pricing, refreshing display items etc)

**7. Other duties**

a) Being accountable to the Mind Ventures Shop Manager at all times through attending

supervisions and informal meetings

b) Attending meetings or other events as directed by the manager

**The Assistant Shop Manager is expected to:**

1. Help with running the shop during work hours
2. Recognise changes in circumstances promptly and adjust plans and activities accordingly
3. Find practical ways to overcome barriers and solve problems
4. Present information to the Manager, volunteers, customers and suppliers/contractors clearly, concisely, accurately and in ways that promotes understanding
5. Make best use of available resources
6. Act within the limits of their own authority
7. Be vigilant for potential risks and hazards and take effective steps to manage them.
8. Take pride in delivering results
9. Take personal responsibility for making things happen
10. Take personal responsibility for effectively communicating with the Manager, volunteers, colleagues, the Director, donors and suppliers
11. Develop volunteers by assisting in inducting, delegating work, training and coaching
12. Deal with formal and informal disputes and complaints constructively

**Main Conditions of Service**

* The salary is calculated as £10.85 per hour (including Inner London Weighting Allowance)
* A non-contributory pension scheme of 5% of salary is in place which requires a 3% employee contribution
* There will be a six month probationary period
* The hours of work per week are 21 hours. Shop opening hours are currently 10.00 – 6.00 Monday to Saturday, this may change and may include Sunday and/or bank holiday opening. The pattern of regular working hours is to be agreed with the Manager, but occasional visiting during non-regular hours will be required
* Overtime is not paid, but time off in lieu may be granted
* Annual leave entitlement is based on 25 days plus public holidays (pro-rata for part-time staff)



**Camden Mind Ventures Ltd**

**Assistant Shop Manager**

**Person Specification**

*All areas in person specification are essential unless stated otherwise*

**Qualifications**

1. No qualifications are required but any retail qualification will be taken into consideration

**Knowledge**

1. Understanding of the principles and practice of retail management with a view towards maximising profit
2. Understand how to maximise income and control expenditure in a charity shop setting

**Experience including voluntary**

1. Experience of work in a retail setting
2. Experience of being in day to day charge of a retail operation
3. Experience of managing volunteers (Desirable)
4. Experience in the charity shop sector (Desirable)

**Skills & Abilities**

1. Proactivity: Ability to manage shop operations with minimal supervision
2. Good Communication: Effective communication and interpersonal skills, including the ability to produce written materials and basic computer skills (Word and Excel)
3. Time Management: Ability to effectively plan and prioritise your own and others’ workload
4. Leadership: Ability to supervise, support and motivate volunteers.
5. Results focused: Ability to meet objectives/targets with a drive to achieve results.
6. Health and Safety Awareness: maintain an environment that is safe from hazards and complies with health and safety legislation.
7. Exploiting business resources: sourcing, pricing and selection of donated goods.
8. Customer led: display, merchandising, ordering, selling, and customer service.
9. Developing Capability: Ability to communicate the shop’s purpose effectively to volunteers, and the public.
10. Thinking and problem solving - ability to plan, analyse and negotiate resolutions
11. Promoting Change: Adaptable and flexible, identifies opportunities and generates new ideas.
12. Ability to safely lift heavy items and move goods around the shop
13. Ability to work flexible hours: according to the needs of the shop, including weekends

**Commitment to:**

1. Ensuring the shop is profitable
2. Involving volunteers in the running of and decision making about shop operations
3. Implementation of equal opportunities through anti-discriminatory practice
4. High levels of accountability for your work to Shop manager
5. Recycling