JOB DESCRIPTION

Job title: Assistant Store Manager – Furniture Store

Department: Retail

Responsible to: Retail Operations Lead

Grade: C1

Job Purpose

Providing key support to the Retail Operations Lead to ensure the smooth running and overall success of the store. Motivating and inspiring colleagues and a dedicated team of volunteers to achieve store productivity goals whilst effectively managing store operations to the required standard.

Main Duties and Responsibilities

Management

- Assist the Retail Operations Lead and perform all duties, as directed.
- Ensure all customers and donors are treated courteously at all times.
- Ensure the Retail Gift and Gain scheme is promoted to all UK tax-paying donors.
- Liaise with the Retail Operations Lead so that a paid member of staff is present in the shop at all times during opening hours.
- Assist with recruitment, training and supervision of staff and volunteers whilst promoting good team work and a high standard of customer service.
- Assist with organising and managing a volunteer duty roster sufficient to cover the needs of the shop and to ensure it is displayed and accurate at all times.
- In conjunction with the Retail Operations Lead, supervise all volunteers and assist with their on-going training.
- Ensure all staff and volunteers act in a professional and appropriate manner at all times.
- Highlight any difficulties to the Retail Operations Lead.
- Work alternate weekends, including Sundays.

Stock Control

- Ensure all goods are priced according to Retail Policies and maintain pricing knowledge of commercial retailers.
- Assist with operating a system of stock rotation and reductions and make sure all stock offered for sale is of a high standard and meets current legislative standards.
- Support the operation of an efficient, organised and safe warehouse with inward/ outward goods with stored items being clearly labelled and documented and in their correctly labelled location.
- Identify items that are suitable for sale on eBay, log and forward to Retail Operations Lead.

Premises

- Act as a key holder for the premises (registered with the local police) and assist in ensuring that the store is open at all displayed times.
- Maintain a neat and tidy store within the "corporate" layout, ensuring a consistently high standard of cleanliness and hygiene is maintained.
- Inform the Retail Operations Lead of any problems or damage pertaining to the premises.
- Each morning, promptly and appropriately, remove any goods left outside the premises overnight.
- Ensure the site complies with organisational Health and Safety Policy and any relevant Health and Safety regulations.
- Ensure all store employees, volunteers and the premises comply with all relevant Trading Standards, Charity and other applicable legislations.

Administration

- Assist in producing daily sales figures and submit weekly returns to the Finance Department.
- Ensure the till is operated correctly and accurately.
- Ensure that cash reconciles with the till daily before leaving the premises.
- Maintain a high level of security of cash and stock, 'cashing-up' and bank takings daily or as directed.
- Comply with all retail marketing initiatives.
- Keep accurate records of goods stored in the warehouse.
- Deputise for the Retail Operations Lead to cover annual leave, time off and sickness and as necessary.
- To attend quarterly managers meeting to ensure full understanding of developments of both St. Michael's Hospice and the Retail Division

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.

JOB DESCRIPTION

- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.

- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.

- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

Reviewed by:	Colin Tanner Retail Business Manager	**Date:**	11-2026
Signed by employee:		**Date:**	