

PERSON SPECIFICATION



Job title: Assistant Store Manager

Department: Retail

Responsible to: Store Manager

Grade: SG1

Job Purpose

This is a hands-on role providing support to the Store Manager to ensure the smooth running and overall success of the store. Helping to manage a dedicated team of volunteers, whilst maintaining the stock and premises to the required standard.

Requirements	Essential	Desirable	Evidence
Education/ Qualifications	Educated to GCSE / Level 2 with good standard of English and Maths	Education to A Level / Level 3 with good standard of English and Maths European Computer Driving Licence or ICT qualification	CV / Application Form Certificates
Previous Experience	Working in a retail or customer service environment Motivating staff or volunteers	Retail management experience Shop displays and merchandising Promotional campaign experience Experience of working with cash / credit /debit cards and responsibility for ensuring till tallies correctly at the end of the day Working with volunteers Supervisory experience	CV / Application Form Interview References

PERSON SPECIFICATION



Skills, Knowledge, Abilities	Work independently and in a team To communicate with people from a wide range of backgrounds Able to prioritise workloads Organised and methodical Basic knowledge of MS Office products Excellent communication and customer service skills	Understanding of retail industry Knowledge of current retail market Understanding of display and merchandising.	CV / Application Form Interview References
Attitude, Aptitudes & Personal Characteristics	Able to work independently and in a team Highly flexible to working arrangements Reliable and hard working 'Can do' attitude and willing to go 'the extra mile'	Good natured sense of humour Cheerful and outgoing	Interview References
Other requirements (e.g., on-call/driving licence/shifts)	Availability to work weekends. Ability to step up to manage store in manager's absence, including responding to out of hours needs as key holder to shop premises. Access to vehicle to respond to call out.	Full driving licence	

Reviewed by:	Head of Retail	Date:	05-2022
Signed by employee:		Date:	