



## **Sessional Charity Shop Relief Manager - Job Description**

<b>Job Title:</b>	<b>Sessional Shop Relief Manager</b>
<b>Responsible to:</b>	Shop Manager
<b>Directly Managing:</b>	Volunteers
<b>Hours of Work:</b>	16 hours per week covering both our Shirley and Boldmere Shops. Potential for job share of 8 hours.
<b>Salary:</b>	£9 per hour

### **Purpose of the Job**

The Shop Relief Manager will be responsible for covering the shop during the shop manager's absence. The Shop Relief Manager will answer directly to the Shop Manager.

### **Tasks & Responsibilities:**

#### **Shop Management**

- To take responsibility for managing the BSWA shop as required.
- To ensure the shop is open during set trading hours at all times.
- To provide excellent customer service to both customers and donors
- To provide cover from time to time in other stores, as required. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.
- To manage and control processing of stock and to ensure quality control
- To ensure display of merchandising and window dressing is to a high standard
- To ensure all products sold in shop are compliant with Trading Standards guidance
- To attend training as required and liaise with / attend team meetings and BSWA events as appropriate

#### **Administration**

- To complete daily and weekly sales returns and brief your Line Manager as required.
- To train team in compliance with till and banking procedures, including financial procedures.

#### **Premises Management**

- To ensure shop housekeeping is to a consistently high standard of hygiene, cleanliness and appearance.
- To ensure all shop equipment is kept in good working order.



### **Security, Health and Safety**

- To inform your Line Manager of necessary repairs and maintenance
- To ensure the security of shop takings.
- To provide best circumstances for the personal security of staff and volunteers
- To ensure that security procedures are understood and implemented by all staff and volunteers.
- To act as a main key-holder
- To ensure the shop team understand and implement health and safety procedures.
- To apply company Health & Safety regulations in accordance with the shop manual by:
  - Maintaining Health & Safety records
  - Undertaking required fire drills.
  - Ensuring Fire Equipment is correctly sited and serviced.
  - Ensuring electrical equipment is properly maintained.
  - Implementing risk assessment procedures as stated in the shop manual

### **General**

- To carry out these tasks and responsibilities with an understanding of and commitment to the values and principles of BSWA.
- To ensure that all activities are carried out within the requirements and the spirit of Equal Opportunities Legislation and BSWA policies and procedures.
- To use new technology as required.
- To do all within your powers to keep company property secure and in good working order.
- To carry out any additional duties within the spirit of the post as required by your Line Manager

**This role profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post holder and employer**



**Person Specification – Sessional Shop Relief Manager**

<b>Commitment</b>	<b>Essential</b>	<b>Desirable</b>
To understand and support the ethos of BSWA and to work within the aims, values and principles of BSWA	X	
Commitment to equal opportunities and BSWA policies and procedures	X	
Commitment to the ethos of the charity retail sector	X	
<b>Experience</b>		
Experience of dealing with the public	X	
Experience of keeping records	X	
Experience of organising or managing the work of other people, including volunteers		X
Experience of working in charity sector retail		X
<b>Abilities</b>		
Able to manage own workload, on own initiative and be self motivated	X	
Ability to manage a busy workload working in partnership with colleagues	X	
Ability to maintain an environment that is safe from hazards and complies with health and safety legislation and BSWA procedures	X	
Ability to communicate BSWA's purpose effectively to staff, volunteers, and the public	X	
<b>Skills</b>		
Good administrative skills, including I.T. competence to Microsoft office level or equivalent	X	
<b>Personal</b>		
Able to manage the lifting of heavy bags and boxes of donated items.	X	
Punctual, great people skills, adaptable and friendly	X	
Awareness of need for high standards of presentation	X	