



JOB DESCRIPTION

Post Title: Deputy Manager

Responsible To: Shop Manager / Retail Area Manager

Accountable To: Head of Retail

Overall Purpose of the Role

To assist the Shop Manager in managing the day to day running of the store, and to act as Shop Manager where required in their absence. To contribute towards maximising store sales and profits and represent St Luke's in a professional manner reflecting our core values and beliefs.

To ensure the efficient and effective management of volunteers, premises and stock to provide a high quality retail service in relation to agreed performance targets. To ensure all appropriate standards of security and health and safety are met.

Key Responsibilities

1. Income

- 1.1 Lead on achieving the profit targets through maximising sales and minimising costs.
- 1.2 To support the overall core non-furniture business as and when required.
- 1.3 To ensure that voluntary staff maintain high standard of customer service at all times.
- 1.4 To monitor pricing to ensure the optimum price level for the shop is achieved.
- 1.5 Support your line manager in facilitating the required Gift Aid conversion rates on all donations in addition to managing the Gift Aid process.
- 1.6 Actively support any fundraising promotions as directed by St Luke's or your Area Shop Manager/Line Manager.
- 1.7 Implement any promotions in the store as directed by St Luke's, your Area Shop Manager / Line Manager.
- 1.8 To run the store in the absence of the Shop Manager, ensuring a high level of standard is maintained.
- 1.9 To promote and advertise the great work carried out by St Luke's.

2. Premises

- 2.1 Ensure the shop has a high standard of display, maintain room-sets and encourage regular change of stock turn to ensure fresh innovative displays to improve kerb appeal, footfall and sales.
- 2.2 To ensure volunteers are aware of the importance and the implementation of correct merchandising techniques.
- 2.3 Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive, presentable and safe manner.
- 2.4 To ensure a floor walk is carried out daily of the premises to maintain all statutory responsibilities are met, including Fire and Health & Safety Regulations and the general upkeep of the building.
- 2.5 Hold shop keys, and in the absence of the Shop Manager, open and close the premises for trading hours and respond to any emergency call outs if and when necessary.

3. Stock

- 3.1 To ensure that the shop has sufficient saleable stock and work with the Shop Manager to increase donations of stock where necessary.
- 3.2 To ensure positive action is taken to generate F&E donations from the general public and other sources to maximise the stock density on the shop floor.
- 3.3 To implement the correct rotation of stock for the shop and to help coordinate the ethical disposal of waste materials.
- 3.4 To oversee the Function and PAT testing of all small electricals
- 3.5 To oversee the WEEE directive as and when it's applicable.
- 3.6 To ensure that stock/ sorting areas are efficiently and safely organised.
- 3.7 To monitor stock turn around/ stock control onto the shop floor.
- 3.8 To arrange and monitor the effectiveness of re-cycled stock.
- 3.9 To ensure that the shop is not selling prohibited items.
- 3.10 Generate stock donations to meet sales requirements; accept, sort, price and display stock in accordance with St Luke's guidelines, acknowledging receipt and arranging collection where necessary.
- 3.11 Maintain stocks of new goods for sale with advice from the Shop Manager and Area Shop Manager.
- 3.12 Accurately record all donations by use of the telephone donation log and produce analysis so that commercial relay decisions can be made.
- 3.13 Ensure that all van collections and deliveries are carried out within the 48 hour time scale.
- 3.14 The role will require manual work, which includes moving stock.

3.15 Price stock at a consistent level in accordance with St Luke's price guides.

4. Public Relations

Working with the St Luke's Fundraising and Marketing and Communications Team to:

- 4.1 Publicise the shop
- 4.2 Enhance the St Luke's image through a professional retail service, ensuring that all queries about St Luke's services are answered promptly and information held in the shop is up to.
- 4.3 Maintain good relations with the public, trade councils, landlords and neighbouring retailers

5. Personnel

- 5.1 To ensure that the shop has the correct level of cover throughout the year, covering when and where necessary for annual leave or sick leave.
- 5.2 Actively recruit quality and reliable volunteers and agency staff to achieve the shops man-power target.
- 5.3 Work with the Shop Manager to identify specific training needs for Volunteers and yourself.
- 5.4 Train and develop paid staff, volunteers and agency workers to enable them to perform their jobs efficiently and effectively.
- 5.5 Keep the store adequately staffed at all times in order to maintain appropriate levels of service.
- 5.6 Promote a happy working environment for staff and volunteers which enhances the working experience for paid staff and volunteers.
- 5.7 Inform the store team of business communications, promotions and information relating to the work of St Luke's
- 5.8 Ensure that all St Luke's policies are adhered to by staff.

6. Administration

- 6.1 Ensure that all staff are appropriately trained to sell electrical goods.
- 6.2 Ensure all administration is actioned, mailed and filed correctly.
- 6.3 Ensure all St Luke's administrative and financial procedures are followed including banking, weekly returns, and maintenance of petty cash account, performance returns, and volunteer records.
- 6.4 Ensure all relevant administration is completed on time and according to the St Luke's Manager's Manual and as instructed by the St Luke's.
- 6.5 Ensure all financial, cash handling and security procedures are adhered to as per the St Luke's Manager's Manual.

- 6.6 Be a named key holder with the Police.
- 6.7 Notify the local police, your Area Shop Manager / line manager and St Luke's in the event of a break-in, store lifting or security incident. This includes dishonesty by any member of staff.
- 6.8 Ensure all staff and volunteers lock all purses and valuables in a locker.

7. Budgets

- 7.1 Work with the Shop Manager to achieve the shop income/expenditure targets.
- 7.2 To proactively address any fall in sales in liaison with the Shop Manager

8. Security

- 8.1 To ensure that volunteers are security conscious and are following the correct procedures as advised in the Shops Managers Manual.
- 8.2 To check that all premises are secure and report any concerns to the Facilities Manager and your line manager/Area Shop Manager.
- 8.3 To ensure that police are informed of all current key holders details.
- 8.4 To inform Head of Retail and relevant bodies where there has been, or there is suspicion of, a breach of any security procedures.
- 8.5 To ensure cash handling procedures are followed in the shop at all times.

9. Other Responsibilities

- 9.1 In the absence of the Shop Manager work closely with the Area Shop Manager and Head of Retail to ensure any problems in the shop are resolved quickly and effectively.
- 9.2 Undertake any other appropriate duties as required to achieve performance targets and realise the full potential of the shops.
- 9.3 Travel within the region where required in the performance of the job, to provide cover in another shop, or for training activities.

10. General

All St Luke's employees are required to:

- 10.1 Abide by the Health & Safety at Work Act.
- 10.2 Attend mandatory training annually.
- 10.3 Respect confidentiality applying to all areas.
- 10.4 Work within St Luke's policies and procedures.
- 10.5 Comply with St Luke's no smoking policy.

10.6 Participate in and contribute to team meetings.

10.7 Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of St Luke's

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date agreed: January 2019
Next Review date: January 2020