



Job Title:

Assistant Shop Manager

Dept.:

Retail / trading

	Essential	Evidence
A: EDUCATION QUALIFICATIONS AND TRAINING Level of education, specific qualifications, specialised training, training requirements for the job)	<ul style="list-style-type: none"> IT literate Good level General Education NVQ ENTRY level or above / equivalent 	Application Form Certificates Documents Interview
B: EXPERIENCE (Length, type and level of work-related experience)	<ul style="list-style-type: none"> At least 1 years' experience of working in the retail sector. At least 1 years' experience of working in a front of house customer centric environment. Experience of working with volunteers. Experience of building and motivating a team to reach business objectives Experience of managing employees, including performance management Experience of working to and achieving income and expenditure targets. Experience of cash reconciliation and financial controls 	Application Form Interview
C: SKILLS KNOWLEDGE ABILITIES (Range and level of skills, depth of knowledge required for the job)	<ul style="list-style-type: none"> Excellent people management skills including strong leadership and motivational skills Excellent customer service skills both internally and externally with colleagues, volunteers and members of the public Commercial awareness and judgement Ability to build & maintain positive working relationships with a variety of people, both paid & voluntary Ability to work on own initiative and as part of a team Excellent organisational skills and business acumen 	Application Form Interview References CPD



	<ul style="list-style-type: none"> Self-motivated with a flexible, positive and resilient attitude able to work under pressure Ability to establish and maintain successful retail processes and merchandising. Strong drive to achieve results Knowledge of the issues relating to recruiting and retaining volunteers Effective communicator with ability to deliver team messages, deal with customer issues and resolve problems with firmness and fairness when required in the absence of Shop Manager A competent level of IT literacy including MS Office (Word, Excel, Outlook) and social networking sites Good communication skills, both verbal and written Able to demonstrate both leadership and teamwork in a highly complex environment Ability to motivate others Able to problem solve and formulate plans to overcome difficult situations. Able to lead, build and develop a team Able to communicate complex information across professional boundaries Able to act as an ambassador for the overall work of the charity Able to work flexibly Good numeracy and literacy skills Ability to handle money 	
D: APTITUDES AND ATTRIBUTES (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)	<ul style="list-style-type: none"> High standards of hygiene Professional Appearance Reliability and commitment Honesty and Integrity Resilient Friendly and approachable manner Self-motivated & enthusiastic Self-discipline Punctual Flexible Demonstrates leadership in practice Autonomous working Attention to detail Prioritise workloads, and work with conflicting priorities 	Application form Interview References
E: OTHER JOB REQUIREMENTS (Physical/health requirements, specific requirements e.g.	<ul style="list-style-type: none"> Full driving licence with no endorsements or acceptable endorsements Excellent attendance and time keeping Team worker Processing stock deliveries regularly 	Application form Interview reference



car owner/driver, full, clean, current UK Driving Licence)	<p>requires carrying and moving heavy bags of stock.</p> <ul style="list-style-type: none"> ▪ Essential to undertake reasonable lifting duties ▪ Undertake full DBS/immigration/immunisations verification checks in line with MAAC policy and procedures. 		
F: PERSONAL QUALITIES AND VALUES	<ul style="list-style-type: none"> • RECEPTIVE - we define success as continuous improvement and aim for excellence in our live-saving services and community projects. • RESPECTFUL - we are a community-based organisation with a 'one team' culture that embraces and encourages honesty. • RESPONSIBLE - we aim to create the best possible future for everyone and thrive to place sustainability at the heart of everything we do. • RELEVANT - we are open to new ideas and ways of working across our clinical and charity operations, providing total transparency to all stakeholders. • RECOGNITION - we value our relationships - with staff, supporters and the wider communities we serve - working together to achieve the best possible patient outcome. • 	<p>Application form</p> <p>Interview</p> <p>reference</p>	

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties