

# JOB DESCRIPTION



## COMMUNITY SHOP ASSISTANT MANAGER

**Responsible to:** Community Shop Manager

**Main purpose:** To support the Community Shop Manager in delivering a high-quality retail service, achieving agreed sales and performance targets, and providing cover for the Shop Manager during their absence. You will play a pivotal role in creating a welcoming, customer-focused and efficiently run shop that reflects the values of Valence School and its charity, the Friends of Valence School.

### Key Duties and Responsibilities

---

#### Retail Operations & Customer Service

- Deputise for the Shop Manager, supervising and managing staff and volunteers in line with the School's policies and procedures.
  - Deliver exceptional customer service, ensuring all visitors (donors, customers and students) have a positive experience.
  - Use strong selling skills to drive sales, maximise shop income and achieve agreed targets.
  - Support the Shop Manager in maintaining a high standard of visual merchandising, both in windows and inside the shop, ensuring stock is displayed attractively, priced correctly and well organised.
  - Assist in stock management, including back-room processing, stock rotation and proactively sourcing donations.
  - Actively promote Gift Aid and assist with its administration.
  - Support the café area; barista skills are desirable but not essential.
- 

#### Staffing and Volunteer Management

- Assist in the recruitment, training and supervision of volunteers, motivating them to deliver excellent customer service and maintain shop presentation standards.
  - Support the Shop Manager in establishing and maintaining staff and volunteer rotas.
  - Ensure effective communication with students, school staff and other departments to enhance operational efficiency and provide meaningful work experience for students in the shop.
- 

#### Legal Compliance & Security

- Understand and comply with Trading Standards Regulations and other relevant legislation.

- Hold shop keys, opening and closing the premises in line with trading hours, and ensure security of staff, volunteers, customers, stock and cash.
  - Ensure the shop complies with Health & Safety legislation and safeguarding policies, reporting any concerns to the Shop Manager.
  - Maintain and oversee First Aid arrangements and fire procedures.
  - Conduct stocktakes, minimise stock loss and support banking and cash reconciliation.
  - Ensure all legal notices are correctly displayed and all incidents/accidents are reported appropriately.
- 

### **Administration**

- Undertake administrative tasks as directed, including weekly returns, volunteer records, stock control and banking.
  - Make effective use of IT resources, including email, spreadsheets and reporting systems.
  - Support financial controls and manage controllable costs efficiently.
- 

### **Community Engagement & Other Responsibilities**

- Maintain excellent knowledge of Valence School, its students and its charity, so that volunteers and customers can be advised accurately.
  - Engage positively with the community, promoting the shop and charity through excellent customer interaction and creativity in stock and display management.
  - Undertake additional duties as reasonably required, demonstrating a flexible and proactive approach.
  - Comply with all school policies and procedures, including child protection, equality and diversity, health and safety, security, confidentiality and data protection.
- 

**Note:** To comply with UK legislation, applicants must be **18 or over**, as the role involves lone working in the shop.

Please note that this is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the post. It is not a comprehensive list of all tasks that the postholder will carry out. This job description may be amended at any time in consultation with the postholder.

This role involves contact with and responsibility for children and young people and will be engaged in regulated activity. The law requires this position to have an enhanced criminal background check. This is to protect children and vulnerable adults and to safeguard positions of trust. The position is therefore exempt from the Rehabilitation of Offenders Act. If your application is taken further, you will be asked to declare details of any criminal record, even convictions that are 'spent' according to the act. If you are offered the post this information will be checked against DBS.

# PERSON SPECIFICATION



## COMMUNITY SHOP ASSISTANT MANAGER

The following outlines the criteria for this post.

Applicants should describe in their application how they meet the criteria.

### Requirement: Essential (E) / Desirable (D)

#### Qualifications

- Educated to GCSE level Grade 5/C (or equivalent) in English and Maths (E)
- Clean, current driving licence and access to own transport for use at work (D)
- Knowledge of special educational needs, disabilities, physical, health and social/emotional needs (D)
- Awareness of safeguarding and child protection, including Keeping Children Safe in Education (D)
- Basic Food Hygiene and/or Barista training (D)
- First Aid qualification (D)
- Health & Safety and/or Manual Handling training (D)

---

#### Experience

- At least one year of retail experience, preferably in a charity environment (E)
- Experience of providing excellent customer service (E)
- Experience of prioritising workload and working with limited supervision (E)
- Experience of supervising staff or volunteers (D)
- Experience of Gift Aid legislation (D)
- Experience of visual merchandising or creating product displays (D)
- Experience in a customer-facing hospitality or café environment (D)
- Experience of handling cash, card payments and reconciling till takings (E)
- Experience supporting individuals with SEND or vulnerable groups (D)
- Experience coordinating or supporting volunteers, including rotas (D)
- Experience contributing to social media content for a business or community organisation (D)

---

#### Skills

- Ability to work collaboratively with the Shop Manager (E)
- Good organisation and communication skills (E)
- Strong customer service skills with a warm, welcoming approach (E)
- Ability to create or support attractive merchandising displays (D)
- Willingness to learn basic barista skills (D)
- Ability to work safely and responsibly when lone working (E)
- Excellent timekeeping and ability to manage competing priorities (E)

- Ability to maintain confidentiality (E)
  - Positive, professional image and approach (E)
  - Emotionally resilient (E)
  - Computer literate and proficient in MS Office 365 (D)
  - Ability to lead, motivate and support a team of volunteers (E)
  - Ability to understand basic financial information and daily takings (D)
  - Strong problem-solving skills and ability to remain calm under pressure (E)
  - Commitment to equality, diversity and inclusion (E)
  - Ability to represent the charity positively to donors, partners and the local community (E)
- 

### **Personal Qualities**

- Enthusiasm and passion for Valence School and the charity's work, with a commitment to making a difference (E)
  - Cooperative and friendly team player, confident engaging with the community (E)
  - Adaptable, with the ability to thrive in a varied and changing environment (E)
  - Willingness to undertake required training including safeguarding, health & safety and barista skills (E)
-