

Retail

## Assistant Manager



Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

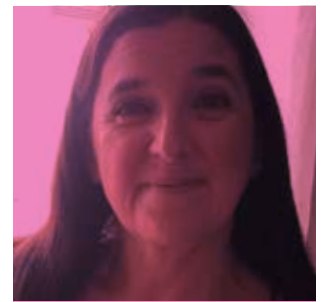
### The job, in a nutshell

Assistant Managers support Shop Managers in all aspects of the business and may hold responsibility for some of the aspects of the shop whilst the overall accountability remains with the Shop Manager. Assistant Managers have good customer service skills and the confidence to cover for the Shop Manager for short periods of time, working in collaboration with management always.

### What you'll do for us

#### Growing sales

- Working as a Management Team to meet the shop and area plans and targets.
- To hold a shared responsibility with the Shop Manager working to meet Gift Aid targets on sales and sign ups and to ensure an effective Gift Aid process in the shop.
- Contribute to ensuring that all Age UK Financial procedures are adhered to and executed in a timely fashion by the shop team.



"I feel proud of the journey I've been on whilst working for Age UK and I'm extremely grateful for the opportunities that have enabled me to grow and flourish!

It's the people that matter, we're passionate about making every person welcome in the shop, whether they come to donate, volunteer, browse or socialise."

**Karen**  
AREA SALES  
MANAGER

## Our values



Collaborative



Impactful



Ambitious



Inclusive

# Assistant Manager



- Support the Shop Manager to maximise the shop's opening hours and ensure the shop is open and managed by the shop team in the absence of the management team.
- Contribute to the empowerment of the volunteer team to work with local and national contacts to generate additional income and change the shop in reaction to local business developments and trends.

## Team leadership

- Support the Shop Manager to recruit, induct, manage, motivate, and train an inclusive and diverse volunteer team.
- Communicate effectively with both the Shop Manager and the shop team.
- Support the Shop Manager in maintaining Age UK's values and our commitment to safeguarding in all the shops activities.
- Provide a safe and healthy working environment and ensure that all staff are aware of and operate within Age UK's health & safety policies and procedures.

## Shop floor

- Be actively involved in sourcing sufficient levels of stock locally working with the Shop Manager, shop team and the area team.
- Support the Shop Manager to set up and maintain efficient and effective stock processing systems, including back-room systems, ensuring Gift Aid is a priority.
- Ensure that the quality and safety of donated stock remains at a sufficiently high level and in line with Age UK standards.
- Collaborate with the Shop Manager to set high standards of cleanliness, display and merchandising for both donated stock and any new goods, ensuring that all legal and charity internal procedures regarding the sale of donated and new stock are adhered to.
- Encourage and expect excellent customer service of yourself and the Shop Team with regards to sales and donations.

## Location

Age UK shops

## People management

Yes

## Division

Age UK Trading CIC



[ageuk.org.uk](https://ageuk.org.uk)

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.  
Registered charity number 1128267. Company number 6825798.

# Assistant Manager



## Administration & Security

- Undertake any administrative and financial procedures as directed by the Shop Manager including banking, weekly returns, maintenance of petty cash account, and volunteer records.
- Ensure security of stock and cash on the premises reporting any shortfalls to the Shop Manager / Area Sales Manager.
- Accurately input required data into IT equipment within agreed timescales.
- Hold shop keys, opening and closing the premises for trading hours and responding to emergency call out when necessary.

## Other Responsibilities

- In the absence of the Shop Manager work closely with the Area Sales Manager to ensure any problems in the shop are resolved quickly and effectively.
- Maintain absolute confidentiality regarding all charity information.
- Undertake any other appropriate duties as directed by the Shop Manager, Area Sales Manager and Divisional Sales Manager to achieve performance targets and realise the full potential of the shop.
- Attend and participate in meetings as and when required.
- Travel within the region where required in the performance of the job, to provide cover in another shop, or for training activities.

## Must have's:

- Ability to work collaboratively and consultatively with the Shop Manager.
- Ability to lift and carry bags of stock up to 10kg's.
- Ability to lead a team of volunteers and staff.
- Ability to delegate and coach staff.
- Excellent customer services skills.
- Ability to manage time under conflicting priorities.
- IT literacy and numeracy skills.
- Able to lone work when needed.

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## Great to have's:

- Ability to understand and establish successful retail processes.
- Ability to understand basic financial reports.

## Other:

- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as commitment to equal opportunities.
- Flexible approach to work.
- Please note many Age UK shops are split-level; please get in touch if you want to discuss accessibility in the shop you are applying to.

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