

## Assistant Shop Manager, Sept 24 – Job Pack

**Job title:** Assistant Shop Manager

**Department:** Commerce & Enterprise

**Reporting to:** Shop Manager

**Salary:** £33,920 per annum

**Hours:** 40 per week

**Location:** Shop from Crisis Ealing, Ealing Broadway, 5 The Mall, W5 2PJ

**Contract type:** Permanent

### Aim and influence

- Assist the Shop Manager in effectively managing day to day shop operations
- Support the Shop Manager to achieve shop sales and profit targets
- Deputise for the Shop Manager as required

### Financial and supervisory responsibility

- Delegated supervisory responsibilities for the shop and Shop Supervisor, and management and supervision of Volunteers as required.
- Delegated financial responsibility including daily cashing up for the shop.

### Other key details

- A monthly rotation of a five-day working pattern, including weekends and bank holidays
- Flexibility required where reasonable and appropriate to accommodate short notice alterations to working pattern. Must be available to cover in other shops within London as required.
- Occasional travel to team meetings, training events etc which could include travel throughout the UK and overnight stays.
- A satisfactory Basic Disclosure from the Disclosure Barring Service is required for this role

## Organisational chart



*Please note structure is subject to change*

## Job responsibilities

### Commercial Management

- Assist the Shop Manager in maximising sales opportunities to assist in achieving sales targets.
- To demonstrate excellent customer service, promoting good practise within the shop and providing coaching and feedback to the shop team as required.
- Effectively communicate and promote the Shop from Crisis brand, engaging with the local community and building relationships with external partners.
- Select stock to achieve sales targets and maximise contribution through appropriate value & price.
- Assist the Shop Manager to ensure shop floor is well stocked and effectively merchandised at all times.
- Assist the Shop Manager to ensure that stock is valued appropriately to maximise sales and profit.
- Maintaining shop floor standards.
- Prepare a detailed written handover for the Shop Manager each day to communicate events, issues and sales patterns.

### People Management

- Providing effective, motivational leadership and delegation to Supervisor and volunteers at all times.
- Maintain rotas to ensure the shop and coffee bar are adequately covered.
- Assist the Shop Manager in the training and development of Shop Supervisors.

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- Support the involvement and recruitment of volunteers from the local community.
- Liaise with the Shop Manager to assess and maintain volunteer performance.
- Implement the induction program and ongoing training for all volunteers.

### **Stock Management**

- Manage relationships with waste management and rag collection services ensuring timely pick-ups, supply of bags and appropriate reimbursement
- Request surplus stock from other units where necessary and organise surplus stock to supply other units when requested
- Coordinate stock pick-ups and deliveries with Logistics and Technical Coordinator
- Select stock to achieve sales targets and maximise contribution
- Manage sorting, preparation, pricing and loading of stock onto the shop floor
- Maintain display, merchandising and window dressing standards and train staff and volunteers to do so
- Maintain stock density and rotation procedure – working to two-week cycles
- Initiate local stock and sales promotions as outlined by the Shop Manager
- Provide adequate stock control of new goods and achieve shrinkage targets
- Train staff and volunteers on and enforce adherence to Trading Standards Regulations

### **Additional Responsibilities**

- Communicate the shop's social enterprise and fundraising goals to customers and volunteers.
- To comply with Crisis policies and procedures in relation to shop security, lone working policy and all health & safety regulations and to report any safeguarding concerns in line with Crisis policies and procedures.
- Ensure adherence to Health and Safety procedures, in the shop, including storage, preparation and handling, fire and safety procedures, risk assessments, building maintenance, cleaning, service and waste management.
- Initiate member involvement in the development of Shop from Crisis wherever possible.
- Support Members' desire to work in the retail sector by providing appropriate support and training opportunities within the daily running of the shop through collaboration with Skylight coaches.
- Develop and sustain relationships with relevant Crisis departments to demonstrate effective collaboration within the shared objective to end homelessness e.g. fundraising, media, marketing.

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- To work in a collaborative & constructive manner across departments and shop teams to implement Crisis' strategic direction.
- Carry out administrative tasks associated with the effective management of the shop.

### General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

### Person Specification

#### Essential

- 1 Retail management experience
- 2 Commercial focus with a track record of achieving targets
- 3 Proven experience of working collaboratively and effectively as part of a team
- 4 Ability to work independently, prioritising own tasks and time
- 5 Ability to take direction and exercise flexibility while working with others
- 6 Ability to work proactively and demonstrate initiative
- 7 Good written and interpersonal skills
- 8 Working knowledge of Microsoft Word, Outlook and Excel
- 9 Knowledge of and ability to comply with safeguarding procedures
- 10 Commitment to Crisis's purpose and values including equality and social inclusion

#### Desirable

- 11 Experience of working in a charity, social enterprise and/or charity retail environment and delivering a positive social impact
- 12 Experience of supervising volunteers
- 13 Experience of working with and supporting vulnerable people
- 14 Knowledge of how to engage audiences using social media

*We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.*

## Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

**The person specification requires a qualification or experience that I do not have. Is it still worth me applying?**

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

**Can I apply by sending my CV?**

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

**What should I do if I can't complete an online application?**

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

**Does Crisis use Artificial Intelligence (AI) technology for shortlisting?**

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

**Can I use Artificial Intelligence (AI) technology for my application?**

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

**How can I maximise my chance of being shortlisted?**

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

**Please note!** If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

**How quickly will I know if I have been shortlisted?**

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

**If I am not shortlisted, can I get feedback on my application?**

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

**Can I get feedback after my interview?**

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

**Will you notify me of future vacancies?**

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

**I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?**

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

## Crisis Jobs Online

**I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?**

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

**I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?**

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You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

### Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.