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**Job description**

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| **Job title:** | Assistant Store Manager |
| **Reports to:** | Store Manager |
| **Management of:** | Volunteers – in Store Managers absence |
| **Directorate:** | Finance |
| **Job family:** | Retail |
| **Location:** |  |
| **Role specific requirements:** | * Flexible approach to working hours and days including working Saturdays, Sundays and Bank Holidays as appropriate, and when required. Also assisting in area team, including cover at other stores, if necessary. * There will be a need to travel to team meetings, training events, etc. This will include occasional long distances and overnight stays (expenses will be paid). * In absence of Store Manager to be able to access a telephone to provide out of hours’ emergency call cover. * There will be a need to lift, on a frequent basis, items of various sizes and weights including carrying stock up and down stairs. * DBS (Criminal Record) check |

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| **Purpose of the role:** |
| Mencap Retail stores are reliant on donations from the public and corporate supporters and generate funds from the sale of these donated items. There are a wide range of shops, from traditional charity stores to donation stations and discount stores. The Trading division produces and sells a range of products, including everyday cards.  This role will be to assist the Store Manager in the running of the store and to supervise in the Store Manager’s absence as designated, ensuring that your actions reinforce the Mencap’s aim and values. |

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| **Key responsibilities** |
| **To assist the Store Manager in the following and to have full responsibility in the Managers absence:**  **General**   * Ensuring stock is generated over the door by members of the public and donors sign up to the Gift Aid scheme. * Ensuring all stock is sorted, priced and steamed before going onto the store floor. * Use of Mencap’s IT systems on a daily basis.   **Sales**   * Achieve profit targets by maximising sales and minimising costs. * In absence of Store Manager, action daily floor walks as per guidelines to ensure high standards are achieved and maintained. * Ensure that the high standard of service to customers that is expected by Mencap is maintained at all times. * Implement promotions in the store as directed by Head Office or your Area Business Manager. * Actively support any national or local fundraising promotions as directed by Head Office or your Area Business Manager.   **Shop Appearance**   * Maintain a high standard of presentation, both in the windows and the interior of the Store. * Ensure the sales floor layout is as per the current Sales Analysis guidelines in conjunction with your Area Business Manager. * Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the store including the sales floor and stock room areas.   **Stock**   * Actively encourage the public to donate saleable stock. * Actively support the Store Manager to achieve the required Gift Aid (GA) conversion rates and to manage the GA process. * Ensure there is adequate flow of stock from the stock room to the shop floor (productivity). * Ensure there is adequate stock available on the shop floor at all times, on all key lines (stock density). * The role will demand moving sometimes high volumes of stock on a daily basis. * Select and price stock at a consistent level in accordance with Mencap’s price guides. * Rotate stock on a daily basis so that no items of stock remain on the shop floor for any longer than the agreed time limits. * Comply with all instructions regarding the sale and auditing of new goods. * Arrange, where appropriate, with your line Manager a van collection service in order to provide enough stock to support the turnover of the shop. * In the stockroom, keep van collection goods and other goods separate, i.e over the door bags and Gift Aid   **Staff**   * Ensure that tasks are delegated to volunteers in accordance with their abilities * Create an organised and pleasant working environment for staff and volunteers. * Inform the store team of business communications, promotions and information relating to Mencap. * Ensure that all staff/volunteers comply with Mencap’s policies, procedures and specific retail protocols. * Actively support the recruitment of the correct/specified number of volunteers to deliver the stores objectives and KPI’s. * Provide training so they are able to perform their jobs efficiently and effectively. (All stores except superstore).   **Administration and Security**   * Complete all relevant administration is completed on time and according to the Mencap Manager’s Manual. * Bank funds according to Mencap’s policy. * Ensure all financial, cash handling and security procedures are adhered to as per the Mencap Manager’s Manual and relevant retail procedures. * Hold the shop keys, ensuring that the shop is secure whenever it is left unattended. * Notify the local police and your Area Business Manager in the event of a break in, shop lifting or security incident. * To notify your line manager or Area Business Manager in the event of a suspected theft or dishonesty by any member of staff. * Ensure all staff/volunteers lock all purses and valuables in a locker.   **Health and Safety**   * Provide a safe environment that protects all staff/volunteers, and the public. * Comply with all Health and Safety (H&S) regulations as per Mencap’s H&S policy. * Report any maintenance of H&S issues in the shop to your line manager.   **Other**   * Ensure that retail Safeguarding risk assessments completed in line with the required practise and standards. * Any other duties as appropriate. |

**Leadership**

Effective leadership is the key to the success of Mencap. We have developed a leadership approach that we call ‘Our Leadership Way’. See separate document for detail.

Our leaders are able to demonstrate that they have the potential to excel within all elements of the Our Leadership Way framework. Our leaders demonstrate a genuine passion for Mencap and will represent our core values at all times. As a champion of Our Leadership Way you will apply our leadership code to all aspects of your daily working; committed to upholding professional standards within Mencap, you will approach all aspects of your role in an enthusiastic and positive manner. You will also be expected to:

* engage in our appraisal process and ensure all your team members participate fully in this, offering support where needed; and
* promote and engage with our talent programme ensuring high performers are offered specific support and opportunity to pursue their career development in Mencap as far as possible.

**Our values**



You will role model our five values in all your work activities and also ensure your team displays these values in their everyday work.

**Switched on about learning disability**

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about. We expect leaders to have an interest in, and desire to know more about learning disability, and role model this with their teams.

**Collaboration**

We expect people to be brilliant at collaborating across teams, functions, service types   
and perspectives so that people with a learning disability and their families receive the joined-up support they need. People will know and love all that Mencap does, not just   
the work they do.

**Final comment**

This job description is not exhaustive and reflects the type and range of responsibilities   
and outcomes associated with this role in Mencap.

**Person specification**

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| **Skills & abilities** | **Essential/Desirable** |
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| Able to persuade and influence through negotiation volunteers on how to develop good retail fashion practise. | E |
| Able to interpret, implement and advise on procedural guidance from line management and to issue appropriate instructions and advice to volunteers to manage the store. | E |
| Able to meet the needs of customers on a face to face basis, in order to generate sales and increase customer usage of the shop. | E |
| Able to liaise and respond to a variety of people from varying backgrounds | E |
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| Able to take responsibility for your own development and learning. | E |
| Able to deal with any situation which may give rise to conflict. | E |
|  | E |
| Able to add, subtract, divide, and multiply up to four figures in order to maintain budgets and complete accurately weekly income/banking sheets. | E |
| Able to handle cash and reconcile accurately. | E |
| Able to initiate, develop and accept new ideas to generate income within a short time frame. | D |
| Candidates should be able to recognise the unique potential that individuals from differing backgrounds, experiences and perspectives bring to Mencap, utilising individual performance, responding to changing working practises and acknowledging the changing customer/client base that the organisation operates with. | E |
| Desires to improve performance, do a task better (faster, more effectively or at lower cost) by committing self in accomplishing challenging objectives/targets or competing against more stretching self-defined standards of excellence. | E |
| Able to show adaptability and take advantage of new ways of doing things in addition to managing own personal learning and development. | E |
| Ensuring the successful achievement of results through the effective planning and management of resources, which are in line with the organisation’s strategic direction. The ability to think through and adopt a clear, sensible step by step approach to planning and organising work making effective use of time and resources in order to get the job done as effectively as possible. | E |
| The need to lead groups of people to work effectively together. The intention to take a role as leader of a team/group. ‘Team’ is understood as any group in which the person takes on a leadership role. | E |
| Working collaboratively and sharing information within and across Mencap to contribute to the effective delivery of Mencap’s services. Building and maintaining good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals. | E |
| Genuine intent to foster the long term learning/development of others. Developing others to achieve excellence through detailed feedback on current performance, knowledgeable support and meaningful assignments, recognising and celebrating individual success. | E |
| **Knowledge and experience** | **Essential/Desirable** |
| An awareness of fashion and retail trends and how to relate these to capitalise on income. | E |
| An awareness of how to identify and develop the market potential of stock donated into the store to generate income | D |
| Working within fashion retail, with particular regard to floor layouts, merchandising, customer service and contact, working in a team environment, basic IT, administration and simple analysis of figures. | D |
| Supervisory experience, preferably in a retail enviorment | E |
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| **Qualifications** | **Essential/Desirable** |
| No formal qualifications required |  |