

Assistant Manager

Maternity Cover – 6m Fixed Term contract

37.5 hours across 5 days (incl. Weekends)

£19,592.36 per annum

Jennyfields Shop, Harrogate

If you have experience and passion for retail fashion, our new Assistant Manager vacancy may be for you. Supporting the Shop Manager at our Jennyfields Shop, you will help to drive – and in their absence lead – a top selling sales culture that provides the highest levels of customer service while building on targets.

Encouraging the whole team to provide the most welcoming shopping experience, you will enhance relationships with the public and fuel a loyal customer base to boost shop growth. You will be able to demonstrate a keen eye for merchandising, helping pre-loved goods find new homes. Developing shop plans with the Shop Manager will also be a responsibility, ensuring that key performance indicators and other targets are identified and paths towards them developed. In the absence of the Shop Manager, you will take charge of day to day operations – maintaining standards across all aspects of the shop, as well as budget management.

Alongside fashion retail experience and customer service skills, the successful candidate will be innovative and open to new methods for boosting sales or cutting costs. You will have similar strengths in your communication and organisational skills, to empower staff while maintaining an efficient retail environment.

Benefits include: -

- 35 days holiday per year (including Bank Holidays, pro-rata)
- Comprehensive Induction Programme
- Refer a friend bonus scheme
- Pension Scheme with an employer contribution of 8%
- Lifestyle discounts and savings
- Cycle to work scheme
- Employee Assistance Programme
- Access to staff support
- Free group life assurance
- Free DBS check
- Free car parking at Crimple House location.

You will be joining an organisation that is driven, caring, and responsive and you will be playing an important role in enabling us to provide our highly valued services to the people of Harrogate, Hambleton, Richmondshire, and District.

At North Yorkshire Hospice Care we believe that children, young people and adults should never experience abuse of any kind. Every member of our organisation has a responsibility to promote the welfare of all who encounter our services. We aim to keep people safe and to

operate our services in a way that protects them; to make reporting concerns as easy as possible and respond quickly; to listen to all worries and work in partnership with individuals and agencies. All our staff and volunteers receive annual training on both adults and children/young people's safeguarding. This impacts our recruitment processes and we have adopted a number of safer recruitment practices, which our HR and People team can talk through with you.

We positively encourage applications from all areas of the community, regardless of gender, race, faith, disability, age, or sexual orientation and we encourage applications from users of mental health services. This is part of our commitment to equality and reflecting the diversity of our population. All appointments are subject to satisfactory pre-employment checks being obtained including but not limited to identity checks, DBS clearance at an appropriate level for the role, verification of right to work in the UK, employment references and employment history. Costs of pre-employment checks will be met by the organisation.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice, and Talking Spaces. North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179).

For more information on the role, please contact us on HR@saintmichaelshospice.org or on 01423 200145 and we can arrange for you to have an informal discussion, or please click Apply and you will be forwarded to our website, where a full Job Description is available (via the 'Document Available' button at the top of the advert). Please be aware we reserve the right to close a vacancy early if a suitable candidate is identified.

Telephone screening will take place soon after application with successful candidates being invited for an interview, which will take place in Harrogate.

Job Description

Assistant Manager

Job Purpose

Working with the Store Manager to lead a strong team to maximise the financial contribution to support the work of North Yorkshire Hospice Care by applying entrepreneurial skills and putting the shop at the heart of the community.

Key Tasks

1. To assist the Store Manager in the management of the day to day operation of the shop to maximise the effectiveness of the operation in line with policies and procedures.
2. Identify opportunities and generate new ideas to increase sales and meet and exceed shop targets.
3. To work together with the Store Manager to effectively manage the shop team ensuring 1 to 1 meetings take place, a quarterly recorded team meeting takes place, and there is a strong link to North Yorkshire Hospice Care's beliefs, work and values to the shop team and the local community.
4. To support the Manager in the production, development and monitoring of the Shop Plan using measurable KPI's such as donated stock, income, footfall, and volunteer support, to achieve shop and overall retail aspirations.
5. To work together with the Store Manager to operate a volunteer rota to ensure sufficient, competent cover on all shifts maximising the opening times to increase footfall, donations and profit.
6. To promote excellent customer relations and service, welcoming members of the public in the shop and over the telephone, achieving the highest level of customer experience and ensure that all complaints are dealt with effectively in line with policies and procedures.
7. To receive donated goods, arranging for collection as necessary, and prepare them for display, maintaining an attractive display to attract the highest price making use of alternative means of selling where necessary.
6. To take responsibility for the management of the stock and the amount of stock held at the shop. To ensure that stock is rotated regularly to promote maximum sales. To check for any items which are vintage or collectable or suitable for selling on an online auction site and ensure that they are appropriately valued and priced.
7. To provide support to the volunteer team in particular with sorting, pricing and identifying appropriate methods of recycling items. To ensure that the maximum value for donated item is achieved by restricting recycling to items which are not suitable for sale at any other shop, and by arranging the transfer of saleable items to other shops.
8. Working with the manager to take responsibility for the maintenance, hygiene and cleanliness of the premises, reporting faults and damage promptly for action as

necessary, and ensuring that the premises meet the requirements of Health and Safety regulations, trading standards and North Yorkshire Hospice Care's policies and procedures.

10. In the absence of the Manager to be accountable for the shop takings, ensuring that correct records are maintained and provided to the Finance Team in line with procedures.
11. To support the operation of the donation booking system, EPOS system and gift aid system.
12. To take advantage of all learning opportunities to maximise knowledge and skills in retail and management which may include attending and participating in meetings, training events and in house training.
13. Collaborate with the whole Retail Team to maximise the effectiveness of the retail operation by undertaking work across all retail outlets as necessary, establishing good working relationships with the whole Fundraising team, other staff and volunteers across the hospice.
14. To communicate Saint Michael's beliefs, work and values to the shop team and the local community.
15. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority

To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity and diversity and collective responsibility.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Terms and Conditions

Responsible to:	Shop Manager
Responsible for:	Shop Team
Hours:	37.5 hours per week (full time)
Location:	North Yorkshire Hospice Care sites

Person Specification

Education/Qualifications

- Good level of education

Experience

- Experience of charity, fashion, or general retail
- Experience of working to sales targets and demonstrable experience of achieving and exceeding sales targets

Knowledge/Skills

- Strong Customer focus and ability to sell
- Good Communication skills
- Good interpersonal skills
- Basic numeracy
- Basic IT skills to include using a database
- Planning and organising skills
- Ability to work with volunteers in an empowering style
- Knowledge of health and safety
- Knowledge and skills in all aspects of retail
- Knowledge of collectables and vintage items
- Creative in identifying new opportunities for increasing sales
- Ability to work towards and exceed targets
- Skills in training, coaching, and developing
- Skills in visual merchandising
- Understanding of data protection

Attributes

- Adaptable and flexible
- Ability to execute a wide variety of tasks
- Solutions focused with a positive attitude
- Persuasive, able to influence and sell
- Manages stressful situations with a calm and measured approach
- Ability to work collaboratively
- Demonstrate a commitment to North Yorkshire Hospice Care's aims and objectives through its core values and behaviours
- Full understanding of and strong commitment to confidentiality
- Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care
- Ability to manage physical aspects associated with the role
- Able and willing to travel between stores

Our Values at Work

North Yorkshire Hospice Care is clear about who we are, what we do and why we do it. It is our vision; mission and values that underpin this understanding and all three of these areas continue to evolve as we develop in response to the changing world around us.

We have re-examined our values with our stakeholders seeking to define a sense of who we are today. The result? A set of 10 values/behaviours that crystallize this thinking and act as a yardstick for our thinking and actions.

This shared set of values helps guide our decisions, actions and behaviours and is at the core of our collective aspiration to live in a community where everyone gets the care they need to live their last years, months and days with respect and dignity.

NB: This list is not exclusive or exhaustive but captures those values/behaviours currently at the top of our agenda.

- We put the people who use our services at the heart of everything we do
- We are caring and compassionate
- We are personal and supportive in our approach
- We engage positively
- We are responsive
- We are driven to do better
- We are fair
- We are professional
- We work collaboratively
- We are accountable