



Job Title:

Assistant Shop Manager

Dept.:

Retail / trading

	Essential	Evidence
<p>A: EDUCATION QUALIFICATIONS AND TRAINING Level of education, specific qualifications, specialised training, training requirements for the job)</p>	<ul style="list-style-type: none"> ▪ IT literate ▪ Good level General Education ▪ NVQ ENTRY level or above / equivalent 	<p>Application Form</p> <p>Certificates</p> <p>Documents</p> <p>Interview</p>
<p>B: EXPERIENCE (Length, type and level of work-related experience)</p>	<ul style="list-style-type: none"> ▪ At least 1 years' experience of working in the retail sector. ▪ At least 1 years' experience of working in a front of house customer centric environment. ▪ Experience of working with volunteers. ▪ Experience of building and motivating a team to reach business objectives ▪ Experience of managing employees, including performance management ▪ Experience of working to and achieving income and expenditure targets. ▪ Experience of cash reconciliation and financial controls 	<p>Application Form</p> <p>Interview</p>
<p>C: SKILLS KNOWLEDE ABILITIES (Range and level of skills, depth of knowledge required for the job)</p>	<ul style="list-style-type: none"> ▪ Excellent people management skills including strong leadership and motivational skills ▪ Excellent customer service skills both internally and externally with colleagues, volunteers and members of the public ▪ Commercial awareness and judgement ▪ Ability to build & maintain positive working relationships with a variety of people, both paid & voluntary ▪ Ability to work on own initiative and as part of a team ▪ Excellent organisational skills and business acumen 	<p>Application Form</p> <p>Interview</p> <p>References</p> <p>CPD</p>



	<ul style="list-style-type: none"> ▪ Self-motivated with a flexible, positive and resilient attitude able to work under pressure ▪ Ability to establish and maintain successful retail processes and merchandising. ▪ Strong drive to achieve results ▪ Knowledge of the issues relating to recruiting and retaining volunteers ▪ Effective communicator with ability to deliver team messages, deal with customer issues and resolve problems with firmness and fairness when required in the absence of Shop Manager ▪ A competent level of IT literacy including MS Office (Word, Excel, Outlook) and social networking sites ▪ Good communication skills, both verbal and written ▪ Able to demonstrate both leadership and teamwork in a highly complex environment ▪ Ability to motivate others ▪ Able to problem solve and formulate plans to overcome difficult situations. ▪ Able to lead, build and develop a team ▪ Able to communicate complex information across professional boundaries ▪ Able to act as an ambassador for the overall work of the charity ▪ Able to work flexibly ▪ Good numeracy and literacy skills ▪ Ability to handle money 	
<p>D: APTITUDES AND ATTRIBUTES (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)</p>	<ul style="list-style-type: none"> ▪ High standards of hygiene ▪ Professional Appearance ▪ Reliability and commitment ▪ Honesty and Integrity ▪ Resilient ▪ Friendly and approachable manner ▪ Self-motivated & enthusiastic ▪ Self-discipline ▪ Punctual ▪ Flexible ▪ Demonstrates leadership in practice ▪ Autonomous working ▪ Attention to detail ▪ Prioritise workloads, and work with conflicting priorities 	<p>Application form Interview References</p>
<p>E: OTHER JOB REQUIREMENTS (Physical/health requirements, specific requirements e.g.</p>	<ul style="list-style-type: none"> ▪ Full driving licence with no endorsements or acceptable endorsements ▪ Excellent attendance and time keeping ▪ Team worker ▪ Processing stock deliveries regularly 	<p>Application form Interview reference</p>



<p>car owner/driver, full, clean, current UK Driving Licence)</p>	<p>requires carrying and moving heavy bags of stock.</p> <ul style="list-style-type: none"> ▪ Essential to undertake reasonable lifting duties ▪ Undertake full DBS/immigration/immunisations verification checks in line with MAAC policy and procedures. 	
<p>F: PERSONAL QUALITIES AND VALUES</p>	<ul style="list-style-type: none"> • RECEPTIVE - we define success as continuous improvement and aim for excellence in our live-saving services and community projects. • RESPECTFUL - we are a community-based organisation with a 'one team' culture that embraces and encourages honesty. • RESPONSIBLE - we aim to create the best possible future for everyone and thrive to place sustainability at the heart of everything we do. • RELEVANT - we are open to new ideas and ways of working across our clinical and charity operations, providing total transparency to all stakeholders. • RECOGNITION - we value our relationships - with staff, supporters and the wider communities we serve - working together to achieve the best possible patient outcome. • 	<p>Application form</p> <p>Interview</p> <p>reference</p>

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties