



## **JOB DESCRIPTION**

Job Title:	Relief Assistant Shop Manager (Casual)
Department:	Bath Cats & Dogs Home Trading Ltd
Reports to:	Retail Operations Manager
Responsible for:	Shop Volunteers
Grade/Role:	Grade 2

Bath Cats and Dogs Home is committed to the welfare of companion animals; to rescue, rehabilitate and re-home pets who are unwanted and far too often neglected or mistreated and to promote responsible pet ownership through education.

All staff are committed to deliver first class customer care to all visitors and supporters (throughout daily activities) in order for the Home to successfully continue to re-home animals and to have the long-term support of the communities we operate within.

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### **1. Purpose of the job**

The Relief Assistant Shop Manager role is a key position within the charity's Trading company with the direct ability to influence the overall profitability of the organisation by working positively to achieve sales targets and to maximise potential income.

The postholder's location will remain flexible and work across our retail portfolio as required. Providing cover for our shops during times of sickness and other leave, as well as other additional in store support organised by the Retail Operations Manager.

## **2. Principle tasks**

- To be responsible for the opening and closing of the shop in the absence of the Shop Manager, ensuring that agreed opening hours are adhered to.
- To ensure that the rotation, removal and recycling of stock is completed in accordance with Bath Cats & Dogs Home Trading procedures.
- To ensure that all donations are sorted, prepared and priced in accordance with Bath Cats & Dogs Home Trading procedures.
- Maximise shop sales by maintaining a high standard of shop presentation through the use of creative visual merchandising, in agreement with the Shop Manager and Retail Operations Manager.
- Maintain a welcoming and helpful environment for both customers and supporters by providing excellent customer service and referring any complaints or feedback to the Retail Operations Manager in a timely manner.
- To support the Shop Manager in the motivation and organisation of the shop volunteer team.
- Ensure all banking duties and stock takes are completed accurately and on time in the absence of the Shop Manager.
- Produce weekly trading reports as requested by the Retail Operations Manager and Head of Fundraising & Trading in the absence of the Shop Manager.
- To take all reasonable precautions for the safety of stock, cash and IT equipment without putting self, staff or volunteers at risk.
- Ensure that any personal or financial data is held securely and that processes are GDPR compliant including Gift Aid data.
- To be responsible for monitoring and restricting theft of all merchandise in the absence of the Shop Manager.
- To ensure that all shop administration is neatly and accurately completed and sent or stored as required by the Retail Operations Manager in the absence of the Shop Manager.
- To maintain a clean, tidy and safe environment for customers, staff and volunteers in both shop and staff only areas. Promote and maintain safe working practices throughout the shop and staff areas.
- Any other duties reasonably required by the Retail Operations Manager and/or the Head of Fundraising & Trading.

### **3. Knowledge, skill and experience**

#### Education qualifications:

Desirable:

- Educated to GCSE level (or equivalent) in Math & English.

#### Professional/Technical Qualifications/Skills:

Essential:

- Customer service skills.

Desirable:

- Customer Service qualifications.
- Full driving license and access to own vehicle.

#### Experience:

Essential:

- Customer service skills.
- Competent IT skills.
- Personable and a good communicator.

Desirable:

- Retail or customer service experience.
- EPOS experience.
- Experience in a charity retail environment.
- Interest in fashion and homeware trends.
- Visual merchandising experience.

## Competencies:

### Planning & decision making:

- Creative ideas and execution, forward thinking and influencing skills.
- Demonstrable ability to make informed and well-judged ethical choices/decisions.

### Delivering Objectives:

- Commercial Awareness/Achieving Commercial Outcomes.
- Managing Customers and colleagues.
- Task focused, ability to prioritise, analytical and organisational skills, problem solving.

### Personal Effectiveness/Engaging People:

- Communicating.
- Individual Responsibility/Personal Awareness.
- Team Focused/Collaborative.
- Developing Others.
- Demonstrating and understanding Diversity - valuing and respecting different views and ways of working, respecting confidentiality and encouraging new ideas within all aspects of the Home.

#### **4. Organisation**

Bath Cats & Dogs Home Trading Ltd a wholly owned subsidiary of Bath Cats and Dogs Home, operated by RSPCA Bath & District Branch.

#### **5. Job Context**

Work is carried out within general guidelines in accordance with the relevant Home policies and procedures.

**6. Additional information**

- The post holder must embody Bath Cats & Dogs Home's ethos and values related to animal welfare.
- The post holder may be required to attend training courses which will involve travel.
- The post holder will be required to be flexible to cover other shops as & when required by the Retail Operations Manager.
- This role requires a considerable amount of physical activity, including some heavy lifting.