



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE:	Deputy Shop Manager
RESPONSIBLE TO:	Deputy Retail Manager – Operations/Shop Manager
HOURS OF WORK:	As per contract
LOCATION:	As per contract
JOB PURPOSE:	To realise the potential of the shop in terms of turnover and profitability whilst promoting and enhancing the image of LOROS by the appearance and service of the shop to all customers.

LOROS Enterprises Ltd is the trading company for LOROS the Charity. There are currently 29 fundraising shops within Leicestershire and Rutland with plans to open a number of new units in the near future.

DUTIES AND RESPONSIBILITIES:

You will be responsible for maximising the potential of the shop in order to exceed profit targets, by managing staff and volunteers. You will also need to be a good organiser and be responsible for cash handling/balancing.

PARTICULAR RESPONSIBILITIES:

1. With the shop manager, be responsible for achieving an annual budget of shop income which will be agreed with the Retail Manager.
2. In co-operation with the Shop Manager, ensure that the shop is opened for a full trading week.
3. To promote all Hospice services and collaboratively work with Fundraising and Lotteries to sell additional products..
4. To recruit, induct, train, supervise and motivate all those working in the shop, encouraging development of all concerned through the delegation of responsibility and the development of the shop team.
5. To ensure that the interior and window presentation are maintained and that customers statutory rights are reserved at all times.
6. To ensure that all monies and stock are handled according to LOROS financial and security procedures, including the receipting of cash donations.
7. To ensure that the sorting and pricing of donated items is done in accordance with LOROS policy.

8. To maintain adequate stock of all shop supplies.
9. To ensure that the shop complies with the appropriate HASAWA legislation.
10. To attend such meetings, seminars and conferences as requested by the Retail Manager.
11. To be conversant with LOROS shop policies and objectives and to ensure that volunteers understand and follow such policies.

GENERAL:

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Post Holder

Signed..... Date

Line Manager

