SCHEDULE 1

Job title: Assistant Shop Manager
Reports to: Shop Manager
Based from: Yate shop

Charity Profile: We are Great Western Air Ambulance Charity, dedicated to providing air ambulance and critical care services across Bristol, North Somerset, Bath & North East Somerset, Gloucestershire, South Gloucestershire and parts of Wiltshire. From volunteers to Specialist Paramedics, from senior Consultants to retail and fundraising staff, we are a team, working to save lives that would otherwise be lost. We seek to continually develop and adapt our activities to meet the needs of local communities, whilst impacting nationally and influencing global pre-hospital care. Our work is deeply satisfying, and every member of the team is committed to this service, and to saving as many lives as we can.

Job Summary: The Assistant Shop Manager will work within the Retail Team to support GWAAC in generating income and awareness of our charity. The role will help to manage one of our charity's shops. You'll be responsible for the day to day running of your shop, alongside the Shop Manager, taking pride in increasing sales, generating income for the charity and attracting volunteers and donations.

Hours of work: 8 hours across 1-2 days
Duration: Permanent
Salary: £26,530.96 FTE (£12.72 per hour)

Major Areas of Responsibility:

- Assist the Shop Manager to manage and develop your shop.
- Optimise the sale of donated stock for maximum overall income.
- Contribute to the collection and solicitation of stock for sale.
- Maintain and enhance the shop's professional appearance, in line with the GWAAC brand.
- Help with recruiting, training and retaining dedicated and flexible volunteers.
- Assist in the leadership and management of a team of volunteers, following HR procedures.
- Ensure the shop is open and operational to schedule.
- Ensure high standards of customer service are provided to all donors, shoppers and supporters.
- Manage informal, day-to-day complaints, keeping appropriate records and escalating where needed.
- Be an active participant in the running of the shop, getting involved in all tasks where needed.
- Manage recycling and refuse systems efficiently to maximize income and minimise waste.
- Help promote all areas of charity income generation to shoppers.
- Ensure that all financial controls and procedures are followed, including cash security.
- Maintain high levels of competency in the operation of EPOS systems and provide induction, training, ongoing support and advice to volunteers using the systems.
- Supervise Gift Aid declarations and sale of Gift Aid stock within policies and procedures.
- Be proactive in identifying potential innovation and implementing new approaches where appropriate.
- Help ensure compliance with all aspects of Health and Safety legislation and risk management in the shop, including raising prompt maintenance requests where needed.
- Attend meetings and training as required.
- Adhere to GWAAC's Code of Conduct, internal policies and procedures and external standards relating to our industry and activities and foster and promote GWAAC's values and reputation.

Working relationships, contacts and expectations

- Work with the rest of the retail team, across GWAAC's shops as required.
- Forge close working relationships within your team and with the Fundraising and Communications and Marketing and Finance and ICT Teams in particular, to make sure that our shops are integrated and support the charity's overall activities.
- Work flexibly in accordance with the shop staffing rota, which will include some weekend work.
- Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area'.
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times.
- Comply with organisational policies, procedures and internal and external Codes of Conduct, regulations and laws.
- Uphold a culture of safeguarding.

This description does not attempt to describe all the activities of the post but illustrates the role with examples. It is therefore subject to alteration and development and will be reviewed with management as required.

Person specification

	Essential	Desirable
Education		Qualifications in relevant field e.g. retail, customer service, health and safety.
Previous experience	Significant, demonstrable experience of working in a retail shop or customer/public facing environment.	Experience of recruiting, retaining, developing and managing a team. Experience of working in a retail or charity shop. Experience in scheduling collections, deliveries and planning logistics. Experience of fundraising, volunteering or working in a charity environment. Experience of building effective relationships with key stakeholders. Experience managing buildings, their security and maintenance works.
Skills, knowledge, ability	Ability to communicate well in English, verbally and in writing, and demonstrate a basic standard of mathematical ability. Ability to prioritise and organise tasks. Good ICT and EPOS skills. Strong customer service skills. Prepared to complete a Basic DBS check*.	Skills to ensure the shop reaches performance targets, both income and wider objectives. Knowledge of one or more of the geographical areas that GWAAC covers. Familiarity with the area the shop is based in and the local retail environment. Knowledge of Gift Aid legislation and procedures. Knowledge of confidentiality, GDPR and data protection requirements. Valid full UK driving licence. Knowledge of safeguarding processes.
Aptitude and personal characteristics *(continued overleaf)*	Committed and aligned to the vision, values and work of Great Western Air Ambulance Charity. Committed to safeguarding, equality, diversity, sustainability and social responsibility.	Use of own vehicle. Desire to professionally develop to become a Shop Manger.

	Internally driven with the ability and motivation to problem-solve and deliver high quality work.	
Aptitude and personal characteristics *(continued)*	Strong interpersonal skills, with ability to develop strong relationships, internally and externally. Able to work collaboratively as part of an effective multidisciplinary team. Able to work independently on own initiative, creating plans, timetables and structures to organise work effectively, identifying conflicting demands and establishing clear priorities. High standards, commitment to meeting deadlines and good attention to detail. Flexible and adaptable. Consistently adopts a can-do attitude. Champion of positive change, committed to professionalism, professional development and excellence.	

All retail staff are required to undertake a Basic DBS check due to their contact with vulnerable people and the public. Further information can be accessed in our Ex-Offenders Policy which is accessible on the website.