

Job Details

Job Title: Assistant Manager – Walton Court

Job Reports to: Shop Manager – Walton Court

Direct Reports: There is no responsibility for managing staff, but the Assistant Manager will support and lead a team of volunteers.

Salary: £15,174.79 / £12.13 per hour

Hours: Part time 3 days a week (24 hours). This role does involve weekend working, working 3 days out of 7 on a rota basis.

Location: Walton Court

Job Purpose:

To work with the Shop Manager and volunteer team to engage support for FNHC from the local community, maximise sales and profits, and actively promote Gift Aid and the Hospice Lottery.

In the Shop Manager's absence, assume full responsibility for all aspects of managing the shop, and at all times positively promote and support the aims of the charity. Working alongside the Shop Manager and as part of the FNHC Retail team, respond to the requirements of the FNHC Retail operation in order to maximise profitability and the smooth running of the shop.

About Florence Nightingale Hospice Charity

Florence Nightingale Hospice Charity commits to funding over £1m a year to provide high quality hospice care for people living in Buckinghamshire and its borders.

Florence Nightingale Hospice Charity's (FNHC) vision is to support the best hospice care for local people in Buckinghamshire and bordering areas. We commission and fund services from the NHS Florence Nightingale Hospice (FNH), which operates from its building at Stoke Mandeville Hospital and in the local community.

Key Accountabilities

- ✿ To work closely and collaboratively with the Shop Manager to deliver an excellent retail offer for the local community
- ✿ Cover planned absence of Shop Manager (days off and holiday cover) and sickness absence whenever possible
- ✿ Assist in achieving agreed income targets – sales, Gift Aid and Hospice Lottery
- ✿ Support the recruitment, induction, training and retention of volunteers, promoting a happy and productive working environment for the volunteers

- ☀️ Ensure that a standard of excellence is maintained at all times with regard to customer service
- ☀️ Help maximise sales through effective stock management, pricing, display and merchandising
- ☀️ Receive all donations with gratitude and appreciation, ensuring that Gift Aid is promoted and that Gift Aid donated stock is managed in line with HMRC guidelines
- ☀️ Ensure Health & Safety standards and procedures are met to keep everybody safe
- ☀️ Ensure compliance with financial reporting and cash handling
- ☀️ At all times, safeguard the Charity's reputation by working in a professional manner and personifying FNHC values

Additional Information

This job description is not intended to be a complete list of responsibilities. To meet the ever changing needs of the Charity you may be required to perform other duties within your capacity and competence.

Manual handling and heavy lifting – required for this role

Full current and valid driving licence – preferred but not required for this role

Access to a vehicle that can be used for work purposes – preferred but not required for this role

Car insurance, including business cover – required if car user

Disclosure & Barring Service check – required for this role

Job Experience, Skills & Qualifications

- ☀️ Experience of supervising a team in charity or fashion retail.
- ☀️ Demonstrable experience of working as part of a team to achieve sales targets in a customer facing retail environment.
- ☀️ Experience of working with volunteers, and able to work positively with people of all abilities.
- ☀️ Demonstrable organisational, customer service and stock management skills.
- ☀️ Highly motivated, creative and a keen interest in fashion and/or donated product.
- ☀️ Ability to deal with difficult customers and situations with professionalism and without judgement
- ☀️ Physically fit and able to lift and carry large quantities of donations of stock including waste and recycling on a daily basis
- ☀️ Demonstrable positive, solution-focused, 'can-do' attitude.

Employee Benefits

We offer interesting and varied roles, believe in empowerment, and offering you a competitive salary and opportunities for development and training. You will be joining a supportive culture that encourages a healthy work-life balance and you'll be part of a positive and friendly Retail team.

- ✿ Workplace pension – up to 6% ER contribution
- ✿ 163 hours annual leave (which is 5 weeks holiday plus statutory holidays pro rata)
- ✿ Generous company sick pay allowance
- ✿ Employee Assistance Programme (including counselling)
- ✿ Smart Health & well-being services (including access to online GP)
- ✿ Life assurance policy

Other details

- ✿ **Closing date: 8th September 2024.** Although candidates are encouraged to apply promptly as we will withdraw the advert when we have sufficient suitable candidates to shortlist for interview.