



SPITALFIELDS CRYPT TRUST

Job title:	Assistant Shop Manager
Department:	Retail
Reporting to:	Dual Site Manager
Salary:	£26,151.00
Hours:	35 per week
Location:	SCT Shops East London
Contract type:	Permanent

Overview

Aim and influence

- Assist the manager to achieve weekly/ annual sales and profit targets for each shop.
- To assist in managing the day to day running of the shops staff and volunteers with the aim maximising sales and controlling shop expenses to support SCT's mission.
- Work within SCT values

Other key details

- A 5-day flexible working pattern, including weekends and bank holidays
- Flexibility required where reasonable and appropriate to accommodate short notice alterations to working pattern.
- May need to work in other shops within London if occasionally required.
- Attend and undertake any relevant training workshops, events or meetings as required.
- A satisfactory Basic Disclosure from the Disclosure Barring Service is required for this role.

Your enthusiasm and dedication will see you:

- Have excellent communication and customer skills, be solutions focussed with friendly positive can do attitude.
- Be responsible for our dedicated volunteer teams, customer service and oversee daily retail operations in the absence of the shop manager.
- Recruit, train and support volunteers, helping them to achieve their goals and potential to support the aims of the shop.

- Interact with your local community to support engagement through volunteering, donation and fundraising opportunities.
- Be a self-motivated team player, who is enthusiastic and passionate about the cause of the charity.
- Have the ability to accept and process donations in a timely manner, modelling Gift Aid prompts
- Ensure stock quality and pricing aligns with the expected standards.

What we need from you:

- Retail experience.
- An interest in preloved, vintage and second-hand fashion
- Have excellent communication, interpersonal skills and customer service skills.
- Having experience of working with volunteers would be an advantage.
- Strong administration, computer skills- MS Office and POS.

What we can offer you:

Working with SCT offers numerous benefits. Employees find deep personal fulfilment and purpose by working to support the most vulnerable in society. Our teams are passionate and supportive, fostering a strong sense of community among like-minded individuals. With opportunities for professional growth, SCT offers training to support your role and personal development:

- Training & Development opportunities.
- BUPA Cash Back Plan.
- BUPA Employee Assistance Program with access to counselling.
- Cycle to work scheme/ interest free travel loans for season ticket holders.
- A busy, challenging and rewarding role with consistent support and an opportunity to continue to learn.

How you can apply today!

Applications for this role may be reviewed as they are received so we encourage you to apply as soon as possible!

All applicants must possess the legal right to work in the UK.

Job Responsibilities

Financial

- Responsibility for cash handling, banking and associated administration, ensuring all operations are carried out with accordance to SCT policies and procedures.
- Regularly review financial data with the Dual Site Manager to ensure the stores meeting their financial targets

People management

- To encourage and assist supervisors and volunteers to maximise their potential.
- Demonstrate recruitment and supervision of volunteers within SCT HR operational policies and procedures.
- Support the involvement and recruitment of volunteers from the local community and SCT Progression pathway.
- To work in a collaborative & constructive manner across departments and shop teams.
- Maintaining the overall culture of the shops to ensure all staff represent and embrace SCT values and goals.

Commercial management

- Assist the Dual Site Manager to maximise shop's sales performance and achieve target
- Know and share targets to motivate the team and volunteers to achieve Key Performance Indicators in each location.
- Ensure that stock is valued appropriately and to ensure optimum use of stock sourced through donations via shop floor and other stock generation methods.
- Ensure stock levels are sufficient to achieve required shop floor density and that stock is current and up to date through managed process and culling.
- Managing volunteers to support the processing of donated stock from stock room to shop floor, delegating appropriate tasks which are considerate of individual abilities and preferences.
- Support training and supervision of volunteers on tills, mitigate and correct errors to ensure accuracy.
- To demonstrate excellent customer service, promoting good practise within the shop and providing coaching and feedback to the shop team as required.
- Maintain a good standard of housekeeping on shop floor and back of house, creating an environment that is pleasant and safe for customers, shop staff and volunteers.
- To present a positive and professional image to customers, staff and volunteers at all times through adherence to SCT values.
- To comply and maintain excellent visual merchandising standards within the shops in line with the brand.
- Action requests and implement any marketing, advertising and financial strategy in stores.

Stock Management

- Request surplus stock from other units where necessary and organise surplus stock to supply other units when requested
- Selection of appropriate stock to achieve sales targets and maximise contribution through appropriate value & price.
- Oversee sorting, preparation, pricing and loading of stock onto the shop floor.
- Ensure display, merchandising and window dressing standards are maintained, training volunteers to do so too.

- Ensure compliance for all staff and volunteers on adherence to Trading Standards Regulations

Communication

- Communicate the shop's goals for SCT to customers and volunteers.
- Engage and collaborate with local community to inform them of SCT activities.
- Develop and sustain relationships with relevant SCT departments to demonstrate effective collaboration within the shared objective e.g. fundraising, marketing & communications.
- Maintain and update the shop's campaigns, services information and fundraising materials.

Health and Safety/ Safeguarding

- To comply with SCT policies and procedures in relation to shop security, lone working policy and all health & safety regulations and to report any safeguarding concerns in line with organisational policies and procedures.
- Ensure adherence to Health and Safety procedures, in the shop, including storage, preparation and handling, fire and safety procedures, risk assessments, building maintenance, cleaning, service and waste management.

