



JOB DESCRIPTION

Job Title:	Deputy Shop Manager
Employer:	RSPCA South, East & West Devon Branch
Location:	RSPCA Shop, Cowick Street (EXETER)
Hours:	7.5 hours per week, to be worked over 1 days on a shift roster to include alternate Saturdays throughout the year, exclusive of Public Holidays
Reports to:	Shop Manager
Responsible for:	Shop Team

1. Purpose of the job

Reporting to the Shop Manager, the Deputy Manager will be trained in all aspects of managing the shop in order to become competent in assisting the Manager to ensure the smooth day-to-day running of the shop. To achieve shop sales and profit targets, control direct shop expenses in line with annual budgetary provisions, to recruit and retain a motivated team of volunteers, whilst promoting the ideals of the RSPCA and the Branch and ensuring compliance with Branch policy.

All profits from the branch shops are used to run Little Valley Animal Shelter, which currently costs over £15,000 a week to run.

2. Principal Responsibilities

In conjunction with the Manager:

- To maximise shop sales by achieving agreed targets through proactive stock generation, optimum pricing, processing stock to agreed amounts and stock planning/valuation. To manage any agreed stock collection.
- To achieve sales targets and control direct shop expenses through effective cost control of weekly expenses. To recognise and implement opportunities for additional income.
- To ensure minimum losses of both stock and cash by following bank and till procedures, and safeguarding the property of the Branch at all times.
- To be a key holder and be responsible for opening and closing the shop at the agreed times, and ensuring opening hours are strictly adhered to.
- To ensure a high standard of merchandising, presentation, display and good housekeeping within the shop to agreed standards.
- To provide excellent customer care through quality of service, dealing with complaints both efficiently and effectively, and having a working knowledge of the Branch.
- To comply with all current legislation and Branch policy, including: Health and Safety, Trading Standards, Inland Revenue, VAT and Retail Law.
- To recruit, support and retain a team of competent volunteer staff by selective recruitment and training in the following areas:
 - stock density and rotation



- stock processing; sorting, hanging, ticketing, pricing, cubing and steaming
- customer service - serving and assisting customers courteously
- till operating, cash handling and administration
- merchandising, presentation and window display
- housekeeping
- To complete all necessary administration to an agreed standard and deadlines that meet the requirements of the Trustees, charity law and trading legislation.
- To educate the public and promote the good name of the Branch and Society in general through the effective use of campaigns material in the shop.
- To promote the presence of the shop within the local community through in-shop activities, promotions and events in order to encourage good public relations.
- When required, to attend and contribute to team meetings and development training courses.
- To fulfil any other agreed duties that may at times be reasonably required.

3. Knowledge, Skill and Experience

- Previous experience within the charity retail sector preferred.
- Knowledge of Gift Aid system within the charity retail sector desirable.

4. Job Context

- The post holder will need to be flexible, self-motivated and organised, and will enjoy working within a team.
- To provide holiday and sickness cover for the Manager when necessary.
- To work in other shops across the Branch region if required.