

## JOB DESCRIPTION

<b>Job Details</b>	
<b>Job Title:</b>	Deputy Manager / Mobile Deputy Manager
<b>Grade:</b>	Band 2
<b>Department:</b>	Retail
<b>Directorate:</b>	Retail
<b>Reporting to:</b>	Retail Manager
<b>Responsible for:</b>	Shop Volunteers within the shop
<b>Location</b>	Various locations

### About our shops

Dorothy House stores are at the heart of the charity and our community, raising vital funds and increasing public awareness of the incredible work we do. They are driven by our values of empowerment, accountability and inclusiveness. Their absolute focus is on delivering to specific budgets & targets, whilst maintaining operational excellence.

The Dorothy House retail estate is diverse, with currently 27 outlets spread across our 700 square miles. Predominantly second hand clothes & bric a brac stores, Dorothy House has also diversified into furniture and books & in the future will look to add to this portfolio. Our store teams are made up of both employed & volunteer personnel, with a diverse range of skills sets & personalities.

### Main Purpose:

To support and achieve sales targets, keep controllable costs to a minimum and ensure the operational efficiency of the shop in compliance with all policies laid down by Dorothy House to ensure that retail's contribution to patient care delivers to our growth ambitions.

To support and inspire the store team, with effective communication, management and planning. Be a customer champion, use innovation and continuous improvement to create the best possible retail experience in the Dorothy House store.

Be constantly commercial, using entrepreneurial flair, drive and determination to exceed targets and optimise the retail contribution to Dorothy House.

To always be a Dorothy House ambassador to create the best brand experience at point-of-sale. To deliver outstanding customer service, increase sales, minimise loss and hit targets.

**Principal Duties and Responsibilities:**

- To assist the commercial delivery of the store and achievement of set targets
- To ensure there is sufficient stock, efficiently sorted and prepared for sale
- To ensure that all backstage areas are properly organised and operate efficiently and follow all health and safety guidelines
- To ensure quality and optimum density of stock on display
- To ensure efficient stock control and rotation of all stock
- To support and assist the best use of space, high standards of display and cleanliness/tidiness in all areas.
- To assist with ensuring that stock collection/deliveries are managed effectively
- To implement the shop price guide in order to maximise sales.
- To ensure the Gift Aid scheme operates effectively with regard to approach to donors; preparation and sale of stock; recording and inputting onto PC of donor and sales information; data protection in relation to donor details.
- To support with the training, motivation and management of volunteers ensuring that they are competent to prepare goods for display; display and rotate goods; provide good customer service; maintain good standards of cleanliness and tidiness; implement all aspects of the Gift Aid scheme
- To maintain a volunteer rota to ensure shop trading at all published times
- To deliver accurate and proper financial procedures, banking and administration as required by Dorothy House
- To participate in education, training, development and appraisal and attend meetings as required
- To ensure the maintenance, safety and security of all parts of the shops premises. To ensure that all Health & Safety and Fire requirements of the organisation and of legislation are met, that Trading Standards regulations are met and that staff and volunteers are given the necessary training
- To work weekends as required and to provide cover for other shops as required
- To identify and recommend areas of improvement
- To promote public awareness of the care provided by Dorothy House.
- To fulfil mutually agreed additional duties as are deemed necessary.

The above list of Principal Duties and Responsibilities is not exhaustive but describes the job purpose in greater detail.

### **Other Requirements:**

- To undertake all statutory and mandatory training as required for this post.

### **Structure Chart**



### **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

### **Confidentiality**

All of the work relation to patients, carers, donors, staff and volunteers and any other information gained is of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

## Person Specification -

### Qualifications

Good standard of general education including Maths and English GCSE or equivalent E

### Knowledge and Experience

Retail experience E

Charity Shop experience D

Managerial / Decision making D

Working with Volunteers D

### Skills and Attributes

Good team worker E

Ability to manage Volunteers E

Good interpersonal skills E

Good listener E

Empathetic approach to donors E

Customer focussed E

Work on own initiative E

Hands on approach E

Work under pressure E

Anticipate and prioritise work E

Energetic and enthusiastic E

### Personal Development

Self-Development E

Interest in / Up to date knowledge of retail trends E

Willingness to undertake further training E

### Circumstances and Working Conditions

Flexibility / adaptability in working hours E

Fitness for physically demanding job E

Car driver with access to vehicle D

**E = Essential**  
**D = Desirable**