



Bridges Shop Monmouth

Deputy Shop Manager Job description

Job Purpose: Providing support to the manager and undertaking the manager role during manager's absence. The post holder is expected to help achieve challenging sales targets, help recruit and manage effectively a team of volunteers and placements, promote local awareness of Bridges, promote customer service excellence and maintain high standards throughout the shop at all times.

Salary: £8.50 per hour. £9,945 per annum.

Hours: 3 days per week. This will include flexible working hours (including Saturdays) as befits the nature of the operation. You may be required to cover other staff absence and holidays from time to time. Any overtime worked must receive prior authorisation from the Centre Director

Annual leave entitlement: Full time equivalent - 22 days, plus bank and public holidays. However, you will accrue holiday entitlement based on the amount of hours that you work at Bridges. This will equate to 99 hours annual leave based on 3 days per week.

Reporting to: Shop Manager

Main Duties:

1. Stock donations and processing

- 1.1 To be responsible for generating sufficient stock donations through pro-active and positive relationships with the local community and businesses.
- 1.2 To oversee all aspects of the stock handling process, ensuring that all volunteers maintain high stock standards and process the targeted amount of good quality donated stock.
- 1.3 To maintain excellent display and merchandising standards at all times.
- 1.4 To manage and implement effective and competitive pricing in store, within the guidelines provided.
- 1.5 To ensure Bridges branding guidelines are adhered to, ensuring that only officially issued 'Point of Sale' devices are displayed within the shop and in the shop window.
- 1.6 To limit the amount of shop wastage wherever possible, ensuring unused or recycled products are disposed of through the officially designated channels.

2. Volunteers

- 2.1 Make contact and maintain professional relationships with external agencies as necessary to help support the recruitment of volunteers and other unpaid staff.
- 2.2 To help create a positive and fulfilling environment for all staff and volunteers.
- 2.3 To recruit, train and manage volunteers ensuring that they are competent to carry out the duties required of them.

- 2.4 To provide regular and meaningful feedback to volunteers, ensuring that performance issues are addressed at an early stage – providing support and a positive framework to help volunteers improve performance. Provide positive feedback and recognition for performance achievement.
- 2.5 To regulate a staffing rota, ensuring that sufficient cover is available, ensuring that leave is planned effectively across the whole calendar year.

3. Security and Health & Safety

3.1. To adhere to the Procedure Manual at all times, ensuring that the till reconciliation and banking is completed each day, reporting any issues to line management immediately and taking any resultant action as necessary.

3.2. Preparation and submission of necessary paperwork, meeting stated deadlines.

3.3. To undertake daily health & safety checks, as directed and to be the primary first aid contact within the shop.

3.4. To manage within the guidelines of all company policies and procedures.

3.5. To be responsible for key holding and banking.

4. Additional items

4.1 To attend meetings and training sessions as requested.

4.2 On occasions to work above contracted hours, for example to cover absence or holidays.

4.3 Travel to other shops for work and Bridges facilities if required.

4.4 To fulfil mutually agreed additional duties when necessary.

Skills Required:

- Friendly and courteous demeanour
- Ability to be a team player but also able to use their own initiative and work alone.
- Self motivator
- Excellent customer service and communication skills
- Ability to remain calm under pressure
- Quick thinking
- Basic math's skills
- Reliability, honesty and integrity
- Verbal communication skills

Application Process:

Please contact beth.baker@bridgescentre.org.uk for an application form and if you wish to apply, return your completed application to her by the closing date.

You can either return the application form via email to beth.baker@bridgescentre.org.uk or post to Beth Baker, Bridges Centre, Monmouth, NP25 5AS

Closing date : 5pm on 1st October 2018

Interview date : 5th October 2018

Nb. It is not in our policy to provide feedback to candidates who have not been shortlisted for interview. If you have not heard from us by 5pm on 3rd October 2018, please assume you have not been shortlisted.