

Job Title: Assistant Shop Manager

Salary Range: £14.05 (per hour)

Responsible To: Shop Manager

1. Job Summary

The Assistant Shop Manager plays a key role in supporting the Shop Manager to deliver an outstanding retail experience while maximising income for the charity. The postholder will help ensure the efficient day-to-day operation of the Equal Gift & Homeware Shop, provide meaningful vocational opportunities for the people we support, and maintain high standards of customer service, merchandising, and compliance.

The Assistant Shop Manager will take responsibility for the day-to-day running of the shop in the absence of the Shop Manager.

2. Key Tasks

Shop Operations

- Support the daily operation and coordination of the shop to ensure it runs efficiently and effectively.
- Open and close the shop, ensuring security procedures are followed at all times.
- Maintain responsibility for the security of the premises, stock, staff, volunteers, and the people we support.
- Ensure compliance with all organisational policies, procedures, and health and safety requirements.
- Cover the Shop Manager's responsibilities during periods of absence.

Sales & Customer Service

- Deliver excellent customer service and create a welcoming shopping environment.
- Maximise sales and profitability through proactive selling and excellent product knowledge.
- Operate the EPOS (electronic point of sale) system, including processing sales, refunds, exchanges, and end-of-day reconciliation.
- Promote charity initiatives, including the KisharonLangdon Loyalty Card Scheme and other fundraising or marketing campaigns.
- Respond professionally and effectively to customer enquiries and feedback.

Stock Management

- Assist with sourcing new stock and product ranges.
- Receive and check deliveries, ensuring stock is accurately recorded and any discrepancies are reported promptly.

- Maintain appropriate stock levels and ensure stock is well organised and attractively displayed.
- Support effective stock rotation and inventory management.

Visual Merchandising

- Maintain high standards of visual merchandising and shop presentation.
- Ensure the shop is clean, tidy, safe, and inviting for customers.
- Create attractive product displays that encourage sales and reflect seasonal promotions.
- To take photos and videos to use as promotional material in partnership with our marketing department to promote the shop and goods on social media

Volunteer & Supported Employment Supervision

- Assist with supervising volunteers and the people we support working within the shop.
- Provide guidance, encouragement, and constructive feedback where appropriate.
- Support the Shop Manager in coordinating volunteer and supported employee rotas.
- Help create a positive, inclusive, and supportive working environment.

Communication & Continuous Improvement

- Liaise effectively with the Shop Manager and senior management.
- Report operational issues promptly and contribute ideas for improving sales, customer experience, and shop performance.
- Work collaboratively with colleagues across the organisation to support wider charity objectives.

3. Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Organisational Values**
To behave in accordance with the organisation's values or Respect, Integrity, Community and Excellence.
- **Equality & Diversity**
To act in accordance with the Organisations Equality & Diversity Policy, which is designed to prevent discrimination of any kind.
- **Health & Safety**
Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.
- **Risk Management**
Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.
Responsibility for attending health & safety training as required.
Responsibility for assisting with risk assessments.

4. Operational tasks

- Work occasional Sunday mornings.
- Provide cover for the Shop Manager and other members of staff during periods of absence, holiday, or sickness as required.

Responsible for:

- Volunteers
- Supporting, alongside the Shop Manager, the people we support.

5. Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Kisharon Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation but is a correct reflection of the main duties of the post at the time of writing.

6. Acceptance

I agree to undertake the duties of the job in accordance with the above.

Signed: (Post Holder)

Name: (Print)

Date:

Signed: (Line Manager)

Name: (Print)

Date:

This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Kisharon Langdon Job Descriptions. The signed copy will be retained on your Personal File.

PERSON SPECIFICATION

<Job Title>

	Essential	Desirable
Qualifications	•	
Knowledge & Experience		
Communication & People Skills	• Excellent customer service and interpersonal skills • Good communication skills, both verbal and written.	
Organisation Skills	• Strong organisational and time management abilities.	
Specialist Skills	• Confidence using EPOS. • The ability to work independently and take responsibility when managing the shop. • A proactive, flexible, and positive approach to work. • An eye for detail and high standards of presentation. • The ability to motivate and support volunteers. • A commitment to equality, diversity, and inclusion. • The ability to build positive working relationships with people from a wide range of backgrounds, beliefs, and abilities, including people with learning disabilities and autistic people. •	
Other	• Commitment to the organisation's ethos and aims, and the ability to respect, support, promote and work within a Jewish ethos.	

	• Acceptance of and commitment to the principles underlying the organisation's Equality & Diversity and Health & Safety Policies.	
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