

Job Description

Charity Shop – Unthank Road, Norwich

SE2655 – March 2024

Position: Retail Assistant Manager (Part-Time)

Responsible to: Retail Manager

Main Tasks and Responsibilities

- 1 To be able to evidence Break's values at all times, which underpin Break's mission of 'Changing Young Lives' by:
 - Listening to and respecting all individuals
 - Working in an inclusive way
 - Doing the right thing
 - Making a difference
 - Being optimistic
 - Inspiring and creating hope
- 2 To assist the Retail Manager in ensuring the smooth running of the Retail Unit in accordance with Break Policies and Procedures.
- 3 To provide cover for the Manager's absence as and when required to ensure the needs of the business are met at all times.
- 4 To assist the Manager in the recruitment and motivation of a volunteer team and organise staff rota.
- 5 To ensure that all merchandise offered for sale is sorted, cleaned, pressed and presented to the high standards set out in our Retail Handbooks and meet legal requirements.
- 6 To ensure that the rotation and disposal of stock is in accordance with the Policies and Procedures set out in the Retail Handbook.
- 7 To work positively to achieve sales targets and to maximize potential income.
- 8 To accurately complete all paperwork including the handling of cash, banking and other related records in the absence of the Manager.



- 9 To comply with all pre-set budgets and monetary control.
- 10 To maintain a friendly, positive and proactive atmosphere in the Retail Unit that is welcoming to customers.
- 11 To assist the Manager in keeping the premises clean, tidy and secure at all times in accordance with the Retail Handbook.
- 12 To work at multiple locations within the Break.
- 13 To ensure that all Health & Safety, Trading Standards, other related regulations and Break Policies and Procedures as set out in the Retail Handbook are understood and adhered to at all times.
- 14 To ensure that you work in accordance with the health and safety training you have been provided with. Following policies and utilising any controls and/or equipment provided in the interest of health and safety.
- 15 In the event that you identify an unsafe condition, hazard or risk within the workplace, then then you must notify whoever is responsible for health and safety in that working environment.
- 16 To undertake any other reasonable retail related duties and activities to ensure the needs of the business are met at all times.
- 17 **NB: This job contains a considerable amount of physical activity including lifting and moving stock**



Person Specification

Retail Assistant Manager (Part Time) – Unthank Road, Norwich

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Factor	Essential	Desirable	Method of Assessment
Education and Qualifications:	<ul style="list-style-type: none"> • Good standard of Education including literacy and numeracy 		<ul style="list-style-type: none"> • Checking original certificates
Knowledge and Experience of:		<ul style="list-style-type: none"> • Retail experience, some preferably with clothing • Management of either paid or voluntary staff • Record keeping, both financial and general administration • Cash register operation 	<ul style="list-style-type: none"> • Via application form and verified by references
Ability to:	<ul style="list-style-type: none"> • Demonstrate understanding of and consistently work to the values of Break • Communicate effectively at all levels • Recruit, motivate and retain voluntary helpers (as appropriate) • Organise time and resources effectively • Work independently • Demonstrate a positive attitude to change 		<ul style="list-style-type: none"> • Via application form and verified by references • Through appropriate questions and answers at interview



	<ul style="list-style-type: none"> • Work under pressure when required • Achieve targets set • Physically and mentally cope with the demands of the role 		
Expected to:	<ul style="list-style-type: none"> • Attend and participate in training programmes • Accept supervision and guidance 		<ul style="list-style-type: none"> • Through appropriate questions and answers at interview

Explanation

When completing the online application form, please be aware that the above person specification will be used in determining the short-list for interview.

Only information provided by you on the application form can be used when making this decision.

NB: This job contains a considerable amount of physical activity, including some heavy lifting



General Terms of Appointment and Conditions of Service

Retail Assistant Manager (Part-Time) – Unthank Road, Norwich

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The terms and conditions of employment will be in accordance with the information provided in the Break Employment Policies and Practices.

Location: Break Charity Shop, 99 Unthank Road, Norwich, NR2 2PE

Salary: £10.52 per hour

Hours: 14 hours per week. Days may vary according to need including weekends. The role may also include covering days off and holidays, including weekends and to cover the Manager's absences (holiday, sickness, leaving employment etc). Working at another close shop may be required.

Leave: 86.8 hours per annum, including Bank Holidays.

Contract: Permanent (subject to pre-employment checks).

Pension: To help people save more for their retirement, the government requires employers to enrol their workers into a workplace pension scheme. This applies to those who aren't already in one and who:

- earn over £10,000 a year (£833 a month);
- are aged 22 or over; and
- under State Pension age.

As part of the government's auto-enrolment scheme you will be enrolled into our pension scheme on your first day of work with Break. The scheme is provided by AEGON.

After enrolment you could choose to opt out of the scheme if you want to, but if you stay in you would have your own pension which you get when you retire. Break and you, the employee, would pay into it every month. The government would also contribute through tax relief.

Your pension would belong to you, even if you left us in the future

All new employees are supplied with appropriate information.

Notice: One month



Appraisal: Appraisals are operated by Break.

Right to Work: All prospective employees are required to produce one of the following documents to verify their entitlement to work in this country to comply with the Asylum and Immigration Act, 1996:

- British Birth Certificate and a Government letter showing your National Insurance Number.
- Passport showing holder to be a British Citizen
- A passport showing you are exempt from immigration control and are allowed to stay in the UK indefinitely
- A Certificate of Registration or Naturalisation as a British Citizen
- A Home Office Share Code and an official document evidencing your NI number

Probation

Period: Six months

Life Assurance: After completion of satisfactory probationary period.

Sick Pay: After completion of one year's service.

Equal

Opportunities: Break has a policy which seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and the other similar and objective criteria. The sex, marital status, race, colour, sexual orientation etc., of an applicant or employee does not affect the employment opportunities made available, except as permitted by legislation.

