

Assistant Shop Manager – Hawick

Please provide a covering letter with your CV detailing how you meet the requirements outlined in this job description and person specification and what you think you would bring to the Home Basics Team, by Friday 16th January.

Job Overview:

The role of Assistant Shop Manager is to assist in the day-to-day management of the Hawick shop. The tasks will be varied and a flexible and enthusiastic approach to the role is required. Reporting to the Business Manager and Shop Manager as required.

Responsibilities and Duties:

- Deliver a high level of customer service to the public; face to face, incoming calls, messages and emails
- Assist with contacts coming through the Home Basics website and Facebook
- Schedule collections & deliveries; manage an efficient schedule for the van to maximise the use of its capacity & minimise fuel consumption
- Assist with scheduling staff cover
- Ensure all donated stock is entered onto the computerised point of sale (EPOS) system and priced as soon as possible
- Maintain and administer the Point-of Sale system as necessary
- Familiarise self with SEPA regulations to ensure that all legislation relating to the storage, testing and disposal of WEEE is adhered to, and all appropriate records required are maintained
- Ensure that the sales area maintains a high standard of presentation and safety
- Bank takings when required
- Assist with bank payments & invoicing
- Assist with the compilation of time sheets, over-time records, and holiday records
- Re-arranging display of furniture to keep the sales areas tidy, safe, and accessible
- Provide ongoing support and supervision of volunteers, and may include the support of protected adults.
- Comply with all Home Basics policies, procedures, practices and regulations
- To help ensure adherence to all health & safety requirements and guidelines
- To take part in meetings, discussions, training and working groups as appropriate and as directed by the Manager
- To undertake other duties as appropriate to the post

Key Terms and Conditions:

Rate: £14.79 per hour, linked to Living Wage Foundation.

Hours: 28 hours per week over 4 days.

Occasional Saturday cover may be required.

Flexibility a must to cover staff holidays/absence

Annual leave: 7.6 weeks per year, pro-rata. 2 weeks to be taken over Xmas & New Year

Contract: 3-month probation whilst being trained.

Start Date: ASAP

Person Specification:

PERSONAL QUALITIES

- Self-motivated, enthusiastic and passionate about the cause
- Logical thinker, good at problem solving
- Ability to motivate and organise others
- Excellent communication skills
- Ability to work well under pressure
- An eye for detail and accuracy
- Flexibility to be able to multi-task
- A good level of fitness required for lifting and moving furniture

EXPERIENCE & SKILLS

- Experience in dealing with members of the public
- Excellent customer service skills
- Good telephone manner
- Good literacy & numeracy
- Use of EPOS system
- Experience of office systems, filing, and organisation
- Good working knowledge of Windows & general IT knowledge
- Good knowledge of the geography and road systems for the Borders
- Knowledge of means-tested benefits would be an advantage
- A good understanding of Gift Aid
- A sound understanding GDPR
- Full manual driving licence as some delivery vehicle operation may be required.
Applicants must be over 25 years of age for insurance purposes
- A Disclosure Scotland PVG check will be required for this post.