



CAAT Relief Shop Manager Job Description

Job Title:	Relief Shop Manager
Responsible to:	Retail Manager- who will provide support and supervision at agreed intervals.
Directly Managing:	Any paid Staff and Volunteers in various locations when the need arises
Hours of work:	9am- 5pm Mon- Sun 3 days a week (22.5hrs)
Annual Leave:	Pro-rata to 28 days per year
Location:	Main location Camborne, however you will be expected to work in all premises

Purpose of the Job

The relief manager will be responsible for the effective operation of the shop/warehouse in the absence of the main manager. They will give support to shops/retail manager when needed. They will also be trained to PAT test electrical goods in ALL shops/warehouse.

1. Managing the day to day running of the shop.
2. Optimising sales when working in the shop/warehouse
3. Maintaining effective stock management and merchandising.
4. Managing and training of staff and volunteers.
5. Carrying out shop administration.
6. Taking necessary action to repair and maintain the premises and comply with all regulations.
7. Ensuring adequate security of cash and stock within audit guidelines.
8. Enforcing health and safety policy and procedures.
9. Trained in PAT testing of electrical appliances
10. Driving of the company vehicles should the need arise
11. Assist the retail manager when the need arises

Tasks and responsibilities

Role of Relief Shop Manager

1. To take day to day responsibility for managing the shop when the main shop manager is absent.
- 2 To brief the Retail Manager at regular agreed intervals on performance and progress of the shop if covering for a longer period than two weeks.

3. PAT test electrical goods at all locations for CAAT.
4. Maintain awareness of the work that CAAT is doing within the community.
5. Maintain and develop good relationships with local communities and organisations.
6. Assist the Retail Manager when required

Optimising Sales

1. To ensure that the shop meets sales targets set by the Retail Manager.
2. To initiate marketing campaigns and sales promotions to increase sales.
3. To ensure that the shop is competing effectively with local competitors.
4. To ensure that staff and volunteers maintain a high standard of customer care.
5. To apply company display, merchandise and standard window dressings.

Maintaining Effective Stock Management and Merchandising

1. To ensure that donate goods are dealt with efficiently in stockroom to then go out on the shop floor or recycling.
2. Ensure the window and merchandise is displayed well and within guidelines.
3. To control stock density and rotation.
4. To initiate local stock and sales promotions.

Staff Management and training

1. To manage the store and delegate to others in your absence.
2. Provide training for new and existing staff and volunteers.
3. Recruiting of staff and volunteers.
4. Foster a positive team spirit, communicate sales figures and better ways of working within your team.
5. Attend any training or meetings, as advised by the Retail Manager.

Administration

1. Complete daily/weekly sales returns as requested by the Retail Manager.
2. Ensure that banking and till procedures are done daily or when required within deadlines.
3. Adhere to all audit procedures set out by the Retail Manager/manuals.

Expenses:

- Your base location will be Camborne, however when you are expected to use your own vehicle to cover at a different location you will get travel expenses as detailed in the staff handbook.
- You will be entitled to car park expenses
- You will be entitled to out of hour expenses should the need arise due to an emergency