

Role Description and Person Specification

Assistant Superstore Manager

Salary £16,000 - £17,000 FTE plus Pension

Reporting to Superstores Manager

30 hours per week

Based at Camborne

Key relationships internal

- Retail Team
- Charity Shop Managers
- Logistics Teams
- Volunteers
- Volunteer Managers
- Fundraisers
- Finance Team
- Premises and Risk Officer

Key relationships external

- Customers
- Donors

Cornwall Air Ambulance has been flying for 30 years, attending to over 27,000 adults and children in need of urgent medical attention. Our highly-trained aircrew are on average on scene within 12 minutes on a 999 call being made and fly patients to specialist departments in various hospitals including Treliske, Derriford and the Bristol Royal Infirmary. Although we are an essential part of the emergency services, we do not receive any central government support and rely on fundraising and donations from individuals, community groups and businesses to keep us flying.

We have an opportunity for an enthusiastic and motivated team player to join our Charity shops team at our Camborne store, working within a supportive team culture, where everyone is Proud to be Cornwall Air Ambulance. The Assistant Manager, along with the Superstores Manager will be responsible for maximising sales through ensuring the shop is managed effectively and efficiently.

Authority

The Assistant Manager will report to the Superstores Manager. They along with the Superstores Manager and the Department Manager for Warehouse and Furniture, will be responsible for the managing of the volunteers at the Camborne store. The Assistant Manager will be required to step up in the absence of the Superstores Manager and will be responsible for the day to day store operations, ensuring a safe working and secure environment is maintained at all times.

Key Competencies (this is not an exhaustive list)

- Optimise sales of donated stock and maintain the appearance of the shop within organisational brand and identity guidelines
- To provide management direction to a team of volunteers ensuring the operational performance and high customer service standards of the Superstore are maintained.
- To be primarily based from your lead Superstore location, and alongside the management team help to manage the shop, warehouse, office and associated storage areas, scheduling logistics and warehouse management, including undertaking physical tasks when required and delegating to volunteers where appropriate
- Supervise Warehouse/Driver operatives, scheduling their work plans in the absence of the Dept. Manager for warehouse and furniture
- Run efficient and regular recycling and refuse systems to ensure efficient use of space in the warehouse
- To help the Superstores manager in the promotion and support of all types of charity fundraising activities and communication with the fundraising department at head office and with charity supporters in your local community
- To ensure that all financial controls and procedures are followed including cash security
- To maintain high levels of personal competency in the operation of EPOS systems and provide induction, training, ongoing support and advice to retail staff and volunteers using the systems
- To supervise and audit Gift Aid declarations and sale of gift aid stock is being conducted within the HMRC guidelines and in accordance with organisation procedures
- Alongside the Superstores Manager, be responsible for the recruitment and retention of volunteers in the Superstore, and the training and development of volunteer teams, working closely with the volunteer co-ordinator
- To ensure compliance with all aspects of Health and Safety legislation and risk management in the Superstore
- To foster and promote the Values of the charity, and the organisations expectations of behaviours and attitudes, and Being Proud to be Cornwall Air Ambulance, especially among your volunteers, having regard for the reputation of the charity.
- With the support of the Superstores Manager and if necessary, the Area Manager, to be responsible for dealing with formal complaints and resolving internal and external issues relating to customer service, customer care and volunteer relationships in your store.
- To attend meetings and training as required at the direction of the Superstores Manager or Area Manager.

Person Specification

Essential

- Enthusiasm and passion for Cornwall Air Ambulance Trust's work
- Experience of working and managing in a retail environment
- Ability to work under pressure in a busy working environment
- A cooperative team player and engagement with the local community
- Strong IT skills in MS Office and EPOS systems
- Able to work flexibly with some evenings/weekend work
- Full clean driving license.

Desirable

- Experience of leading and developing teams of volunteers
- Experience of charity retail fundraising
- Experience in scheduling collections, deliveries and planning logistics
- A formal health and safety qualification e.g. Level 2, Level 3

How to apply:

Complete the Application form, carefully setting out how your qualifications, experience and knowledge matches the principal accountabilities of the role and the person specification. Send with CV and a covering letter to:

Jackie.davis@cornwallairambulancetrust.org

Jackie Davis
Cornwall Air Ambulance Trust
Trevithick Downs
Newquay
Cornwall
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The closing date for applications is midday on Wednesday 22nd January 2020. Interviews will be held **Friday 31st January 2020.**