JOB DESCRIPTION

Job Title: **Deputy Manager**
Location: **Alfreton**
Reports to: **Shop Manager**
Salary: **£11.07-£12.96**
(2% above minimum wage, dependent on age)
Hours: **14-21 hours per week** (2-3 full days)
Start Date: **Estimated mid-February 2027** (TBC)

1. Purpose of the job

Reporting to the Shop Manager, the Deputy Manager will assist in all aspects of shop management, and will support the delivery of sales and profit targets, the promotion of the values and objectives of RSPCA Derby and the National RSPCA, and compliance with organisational policies and procedures.

2. Overview of the role

In conjunction with the Manager:
• To maximise sales through effective stock density, space allocation, presentation and stock rotation.
• To ensure compliance with RSPCA Derby staff, volunteer, H&S policies and procedures.
• To assist the Manager in developing a team of competent volunteers through effective recruitment, induction, training and support.

3. Principal Responsibilities

• To ensure a high standard of merchandising, presentation and display throughout the store.
• To maximise income through effective sourcing, pricing and stock management.
• To assist volunteers and colleagues in maintaining a safe and organised stockroom and sales floor.
• To undertake regular shop floor duties that involve standing, walking, bending, reaching, carrying and moving stock throughout the working day.
• To ensure all manual handling activities are carried out safely and in accordance with RSPCA Derby policies, procedures and training.
• When required, to open and close the store and be responsible for the security of premises, stock and cash.
• To promote and apply RSPCA Derby Health and Safety policies and procedures.
• To ensure that all administrative and accounting duties are completed accurately, including daily banking and income recording.
• To promote Gift Aid and other income-generating initiatives.
• To support the online sales operation, identifying stock, listing, answering queries and dispatching sold items.
• To maintain high standards of housekeeping, cleanliness and safety.
• To attend meetings and training as required.
• To support the implementation of new initiatives and operational changes.
• To undertake any other reasonable duties within the remit of the role.
• To support the RSPCA Derby Retail Department and contribute positively as part of the wider team.

4. Additional information

• On occasions, the postholder may be asked to provide temporary cover in the event of staff absence.
• The postholder may be required to work at other RSPCA Derby retail locations to support operational requirements.

Person Specification

	ESSENTIAL	DESIRABLE
EDUCATION AND TRAINING	• Good standard of secondary education. • Literate and numerate.	
EXPERIENCE	• Previous retail and/or customer service experience. • Experience working as part of a team. • Proven customer service skills.	• Minimum two years' retail experience. • Charity retail experience. • Supervisory experience. • Experience in fashion, homeware or department store. • Online sales experience.
SKILLS AND KNOWLEDGE	• Able to use initiative and make appropriate decisions. • Strong interpersonal and communication skills. • Ability to motivate and support volunteers and colleagues. • Good planning and organisational skills. • Customer-focused approach. • Results-oriented. • Able to operate a till and handle cash accurately. • Understanding of Health and Safety responsibilities. • Ability to follow safe manual handling procedures and working practices.	• Knowledge of Gift Aid procedures. • Knowledge of Retail Law, Trading Standards and Health & Safety legislation. • Awareness of Fire Safety responsibilities. • Strong merchandising and display skills.
PHYSICAL REQUIREMENTS	• Able to undertake regular shop floor duties involving standing, walking, carrying and moving stock throughout the working day. • Able to spend prolonged periods standing and walking around the store and stockroom. • Able to bend, reach, stretch and work at varying heights when merchandising, displaying and processing stock. • Able to work safely within a busy retail environment.	
PERSONAL ATTRIBUTES	• Reliable, honest and trustworthy. • Excellent timekeeping. • Willingness to learn and develop. • Positive and approachable manner. • Team player. • Flexible, adaptable and resilient. • Proactive approach to work.	
SPECIAL CIRCUMSTANCES	• Weekend working essential. • Willingness to work Bank Holidays when required. • Willingness to work additional hours and overtime in own store when required. • Willingness to support and provide cover at other RSPCA Derby retail locations when required. • Commitment to RSPCA Derby values and animal welfare policies.	• Full UK driving licence and access to a vehicle. • Willingness to assist with stock collections and stock generation activities