

Job Description

Job Title	Grade/Salary
Deputy Shop Manager	£25,000 FTE
Accountable to	Responsible for
Shop Manager	Volunteers

Job Purpose and Role

Are you looking for a **fast-paced, rewarding, and hands-on** role where no two days are the same? Do you have a passion for sustainability, great customer service, and working as part of a dedicated team?

We're looking for an enthusiastic and energetic **Deputy Shop Manager** to join our exceptionally busy **Bishop Auckland Charity Shop** team! This isn't your average shop floor job—it's a high-energy environment where you'll be the driving force behind getting hundreds of donated items from bags to the shop floor!

If you thrive under pressure and enjoy a challenge, this is the perfect opportunity to make a real difference, supporting our vital charity work.

Main Duties and key result areas

General duties	• Customer Service: Provide friendly, engaging, and efficient service to all our donors and customers. • Merchandising & Display: Creatively arrange stock to maximize sales and create an appealing shopping environment. • Sales & Till Operation: Confidently handle sales transactions and cash handling. • High-Volume Sorting: Efficiently and quickly process hundreds of bags of incoming donations (clothing, accessories, bric-a-brac, books, etc.). • Quality Control: Accurately select items suitable for sale, identifying designer, vintage, or high-value items, and correctly discard or recycle unsaleable goods. • Pricing: Research and accurately price a wide variety of items to maximize revenue while ensuring they offer great value. • Stock Rotation: Organise and manage the stock room, ensuring a constant and fresh flow of items is ready for the shop floor. • Teamwork: Coordinate closely with the retail team and volunteers to meet daily sales targets. • Manual Handling: While mostly lighter items, the role involves frequent lifting, bending, and moving heavy bags and boxes of donations. • Shop Maintenance: Help keep the shop floor, storage areas, and displays clean, tidy, and safe.
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Delivering to our Values

Community

We bring people together to create a caring and supportive community where no one faces illness, loss, or grief alone. Through connection, understanding, and shared purpose, we help people feel valued, included, and supported.

Care

We provide exceptional care with warmth, professionalism, and respect, placing the needs of each individual and their loved ones at the heart of everything we do. We strive to bring comfort, reassurance, and dignity to every moment.

Compassion

We lead with kindness and empathy, listening without judgement and responding with understanding. We recognise the courage of those we support and are committed to walking alongside them with compassion every step of the way.

Dignity

We honour the uniqueness of every person, respecting their wishes, choices, and beliefs. We are dedicated to ensuring that everyone is treated with dignity, respect, and compassion throughout their journey.

Compassionate

We offer strength, guidance, and encouragement to patients, families, carers, and those who are grieving. By providing support when it is needed most, we help people find comfort, confidence, and hope in difficult times.

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is pursued through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Butterwick Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name



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Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent people skills and the ability to form and maintain professional relationships	E
	Ability to work under pressure and in a busy environment	E
	Act in a professional manner and able to deal with people at all levels	E
	People Management/Supervisory Skills	E
	Excellent administration and organisational skills	D
Knowledge & Experience	Computer/IT Literate	E
	Be able to demonstrate at least 2 years' experience in a retail environment	E
	Be able to demonstrate at least 1 years' experience in a similar role	E
	Ability to motivate a team	E
	Knowledge of Health & Safety	D
	Cash Handling	D
	General Administration Tasks	D
Education & Qualifications	Social Networking Experience	D
	Education to include min GCSE pass (A-C) in maths and English	E
	NVQ level 3 in Retail Management	D
	Qualification in Customer Service	D
Personal Attributes/ Key skills		
	Team Working	E
	Managing the Customer Relationship	E
	The ability to multi-task and prioritise whilst working to tight deadlines	E
	Excellent communication skills both written and verbal	E
	Target Driven	E
	Ability to work with minimal supervision, taking responsibility for your own work.	E
Other	Willingness to travel and work in other store locations	E
	Leading Others	E
	Experience of working with volunteers	D
	Able to independently travel across area covered.	D



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