



Assistant Shop Manager

Post: Assistant Manager

Working pattern: 6 days per month (Thur, Fri and Mon - fortnightly)

Extra days of holiday cover as needed - up to 57 days PA

To be reviewed after 3 months

Pay: £13.50 ph + benefits

About Us

Second Life, CIO, is more than just a shop; it's a beloved community hub dedicated to combating waste and fostering a **circular economy** in our village. Our ultimate goal is to facilitate Forest Row's transition into a **zero-waste community**.

Over the last three years, we've become essential for recycling and repurposing waste. We've invested in the community, diverted tonnes of materials from incineration, and built a dedicated team of volunteers who are the heart of our operation.

We are in the process of updating our website, but in the interim, please find some information about us at:

<https://www.frowresource.org.uk>

Instagram:

https://www.instagram.com/secondlifefrow?igsh=MWRzMWdzdjcxbDlveQ%3D%3D&utm_source=qr

Facebook:

<https://www.facebook.com/share/17BHvLMMue/?mibextid=wwXlfr>

About You

You don't need specific retail experience, but a **personable, kind, and accommodating approach** to serving our diverse community is essential.

You'll be a **dedicated team player** with a strong work ethic, committed to providing excellent customer service. As well as being **self-motivated** and happy to work independently, you must have a passion for giving back and a commitment to Frow Resource's core values.

You should be commercially aware, able to gauge the value of items, and price them accurately under the guidance of the Shop Managers. Crucially, you'll demonstrate the ability to **adapt to changing priorities, proactively identify tasks**, and take ownership of completing them to a high standard.

Your Role

This new position offers diverse responsibilities, ensuring each day presents unique challenges. You will collaborate with the Shop Manager(s), using your creativity and initiative to enhance our bustling community shop. A passion for upholding high standards and ensuring seamless shop operations is essential. Due to the shop's layout and the nature of the work, a significant level of physical activity is required.

Key responsibilities include:

- **Partnership:** Working collaboratively with the Shop Manager(s) to develop and enhance the shop's operations.
 - **Shop Management Support:** Assisting with day-to-day operations, including generating and processing stock and supporting the needs of our staff and volunteers.
 - **Deputising:** Acting as the **Manager-on-Duty** in the Shop Manager's absence, which includes light delegation and full operational oversight.
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Key Responsibilities and Tasks

Operations & Security

- Act as a **key holder**, ensuring the security of cash, stock, staff, and premises.
- Ensure the smooth operation of daily tasks and act as the person-in-charge when deputising for the Shop Manager.
- Process occasional **cashing up** and input daily sales data in accordance with established procedures.
- Ensure **Health and Safety** and trading standards regulations are strictly adhered to.

Stock & Merchandising

- Operate the agreed **stock rotation system**, regularly refreshing the floor offer to keep it appealing.
- Implement the agreed **pricing structure** to maximise profit from donated goods.
- Accurately weigh and record donations received, inputting data into a spreadsheet.
- **Identify high-value items** and ensure they are referred to a manager for specialist pricing.
- Maintain high standards of **merchandising, displays, and housekeeping** throughout the sales floor.
- Ensure all stock is clean, beautifully presented, and undamaged before being put out.

Environment & Team

- Create a **safe and rewarding work environment** for our volunteers. This includes the essential responsibility of assigning appropriate tasks and being mindful of the specific needs of **vulnerable volunteers** to ensure their well-being and engagement.
 - Create a **welcoming, happy, and appreciative atmosphere** for customers and donors.
 - Provide **excellent customer service** at all times.
 - Assist in ensuring an efficient **backroom operation**, including the organisation and storage of stock and the recycling of waste.
 - Maintain the cleanliness of the storeroom and the wash/laundry area, which includes tasks like laundry and steaming.
 - Regularly clear the back patio of stock and donations, which **will involve significant manual handling**.
 - Assist the manager in ensuring cover for staff leave, days off, and sickness.
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What We Offer

- Competitive salary
 - **Pension scheme**
 - **Statutory** annual leave
 - **10% business group discount** (supported by participating local businesses)
 - **20% staff discount** on purchases (subject to an annual cap of £200)
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To Apply

Please email a copy of your **CV** to **frow.secondlife@gmail.com**, along with a **Letter of Application**. In your letter, state in **no more than 250 words** your reason for applying for this post and describe the attributes you would bring to the operation of Second Life Community Shop.

Interviews will take place at the Forest Row Community Centre.

We look forward to hearing from you! 🙌