



<b>Post:</b>	<b>End of Day Assistant Manager</b>
<b>Working pattern:</b>	<b>10 hours per week</b> <b>Permanent/Part Time</b> <b>Split over 5 days (includes some weekend working)</b> <b>Covering 4.30 pm to 6.30 pm and occasional mornings (flexibility required).</b> <b>To be reviewed after 3 months</b>
<b>Pay:</b>	<b>£11.25 ph + benefits</b>

### **About Us**

Established by Frow Resource CIC, Second Life is a community shop that aims to raise funds to combat waste in our village and promote a circular economy. Our ultimate goal is to facilitate Forest Row's transition into a zero waste community.

In just one year, we have established ourselves as a beloved community hub located at the heart of the village, fulfilling the essential need to recycle and repurpose waste. We have paid back our loan to the Parish Council, repurposed and recycled tonnes of waste, made many customers smile, built a team of dedicated and talented volunteers, and look forward to further growth and making our financial contributions back to the community.

**About you:**

You do not need specific retail experience but the important thing is that you are personable, that you are able to accommodate our diverse community and offer a polite and kind service to them. You'll be a dedicated team player with a strong work ethic and committed to providing excellent customer service. As well as being self motivated and happy to work independently. You should have a passion for giving back to the community and sharing Frow Resource core values. You will demonstrate the ability to adapt to changing priorities, identify tasks that need to be done, and take ownership of completing them to a high standard. You should be commercially aware of the value of items and price them according to the shop manager's guidance.

**Your role:**

This is a newly created post and you will work in partnership with the shop manager(s) using your creativity and initiative to enrich our thriving community shop. Due to the phenomenal growth of the CIC and our service to the community, end of day operations have become increasingly important. This role is full of variety and everyday is different. You will be responsible for closing up the shop and ensuring a smooth morning transition. This will include generating and processing stock, and maintaining our dynamic shop and storeroom environment for customers and volunteers alike. You will have a passion for maintaining standards and ensuring the smooth closing of the shop, and the smooth transition into the next working day. You may also be required to deputise when the shop manager is absent. A great attitude and willingness to learn are as important as relevant experience.

**Tasks to include:**

Ensure the smooth running of end of day operations and act as key holder – ensuring security of cash, stock, staff & premises. Assisting the shop manager in maintaining the day to day running of the shop - including staff and volunteer needs

**Main Responsibilities**

- Operate the agreed stock rotations system. Regularly updating stock to keep the offer fresh
- Operate the agreed pricing structure to maximise profits from the sale of donated goods

- Ensuring high value items are identified and referred to a manager
- Assist in ensuring an efficient backroom operation including storage of stock and recycling of waste
- Creating a welcoming, happy and appreciative atmosphere for customers, donors and the shop team. Providing excellent customer service at all times
- Maintain high standards of merchandising, displays and housekeeping
- Restocking specific areas - checking stock is clean, beautifully presented and not broken when put out
- Weighing in and out donations and inputting data into spreadsheet
- Maintaining the cleanliness of the store room and wash/laundry area. This could include laundry and steaming
- Clearing back patio of stock, free items and donations. May include significant manual handling
- Ensure health and safety and trading standards regulations are adhered to and take responsibility for personal health and safety while on site

#### Additional Responsibilities

- Assisting the manager to make sure that leave, days off and possible sickness are covered. Covering the manager in their absence.
- Occasional cashing up and inputting of daily sales following suggested cash procedures
- Delegate appropriately in the shop managers absence

To apply please email a copy of your CV to [manager@frowresource.org.uk](mailto:manager@frowresource.org.uk) by 5th June 2023, along with a letter of application stating in no more than 250 words your reason for applying for this post and describing the attributes you would bring to the operation of Second Life Community Shop.

We can't wait to meet you!

