

## Sample role profile for Assistant Shop Manager

<p><b>What will the role involve?</b></p> <p><b>If the role is a voluntary internship, the description should be based around a specific assignment / project. If it is another type of voluntary role, tasks will be of a more ongoing nature.</b></p> <p><b>Avoid the use of jargon and acronyms as far as possible.</b></p>	<p>Over the course of the training you will learn how Oxfam Shops operate so that you can assist the shop manager in running the shop including taking charge in their absence.</p> <p>This will include these key areas:</p> <p>Team leadership</p> <ul style="list-style-type: none"><li>• Recruitment, induction and training of new volunteers</li><li>• Support the work of the shop's volunteers to ensure they enjoy their experience and use their skills</li><li>• Help to ensure the whole team provides excellent customer and donor service</li></ul> <p>Shop management</p> <ul style="list-style-type: none"><li>• Health and safety awareness including maintaining an environment that is safe from hazards and which complies with health and safety legislation and Oxfam procedures.</li><li>• Sorting and pricing donations within each of the shop's departments</li><li>• Display of stock</li><li>• Management of new products</li></ul> <p>Finance</p> <ul style="list-style-type: none"><li>• Till operation</li><li>• End of day and end of week cashing up processes</li><li>• Operation of Gift Aid</li></ul> <p>Oxfam's work</p> <ul style="list-style-type: none"><li>• Gain an understanding of Oxfam's values and how they are relevant in our shops</li><li>• Gain an insight into Oxfam's work worldwide</li></ul>
--	--

<p><b>What skills and experience will the volunteer need?</b></p>	<p>Previous relevant experience will be helpful but is not necessary as full training will be provided. The important thing is that you have the enthusiasm and ability to learn.</p> <p>You should be:</p> <ul style="list-style-type: none"> <li>• Reliable and able to work on your own initiative</li> <li>• Able to work as part of a diverse team</li> <li>• A good communicator</li> <li>• Able to motivate self and others</li> <li>• Able to demonstrate a basic standard of technological and financial literacy</li> <li>• Honest</li> </ul>
<p><b>What can this role offer the volunteer?</b></p>	<ul style="list-style-type: none"> <li>• Help to support in Oxfam's mission to achieve a just world without poverty.</li> <li>• Receive training in shop management to the level of voluntary assistant manager.</li> <li>• Gain substantial experience in retail management and develop personal skills for working in retail and in the charity sector.</li> <li>• Work and develop within a friendly and diverse shop team</li> <li>• Reasonable lunch and local travel paid in accordance with Oxfam's policy</li> </ul>