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| --- | --- |
| **Employee Specification – Deputy Shop Manager (Bank)** |  |

St Gemma’s is an equal opportunities employer and promotes the equality of access for all. St Gemma’s Bank Deputy Shop Managers are required to follow the specific Personnel policies supporting recruitment and selection.

| **Attributes** | **Essential** | **Desirable** | **How identified****Interview = I****Application form = A** |
| --- | --- | --- | --- |
| **Experience** |  |  |  |
| Experience in either charity shops or standard retail | ✓ |  | A / I |
| Management/supervisory experience of staff and/or volunteers | ✓ |  | A /I |
| Experience of working with volunteers |  | ✓ | A / I |
| Working towards and achieving financial and/or time related targets | ✓ |  | A / I |
| **Knowledge** |  |  |  |
| Knowledge of Leeds and the surrounding area |  | ✓ | A / I |
| Knowledge of retail gift aid |  | ✓ | A / I |
| Knowledge of EPOS systems |  | ✓ | A / I |
| Knowledge of applicable Health & Safety legislation |  | ✓ | A / I |
| **Qualifications/Training** |  |  |  |
| Ability to drive and use of a car |  | ✓ | A / I |
| Management/supervisory training |  | ✓ | A / I |
| Customer service training |  | ✓ | A / I |
| Retail management training |  | ✓ | A / I |
|  |  |  |  |
| **Skills/Abilities** |  |  |  |
| Ability to form good working relationships with managers, staff and volunteers at all levels. | ✓ |  | I |
| A good people manager | ✓ |  | I |
| Effective leadership skills | ✓ |  | I |
| Ability to prioritise own workload and that of others | ✓ |  | I |
| Ability to communicate effectively | ✓ |  | I |
| Planning and organisational skills | ✓ |  | I |
| Ability to work towards targets | ✓ |  | A / I |
| The ability to manually handle donated stock | ✓ |  | I |
| **Personal Attributes** |  |  |  |
| Good inter-personal skills | ✓ |  | I |
| Ability to work as a team member | ✓ |  | I |
| Ability to be very adaptable and to work very flexibly | ✓ |  | I |
| Self-motivated/able to motivate others | ✓ |  | I |
| A professional manner with both internal and external contacts | ✓ |  | I |