



## Deputy Manager Part time Job Profile

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|-------------------------|--|
| <b>Reports to:</b>      | Store Manager  |
| <b>Location:</b>        | Emmaus Oxford (Barns Road) and other locations as required |
| <b>Responsible for:</b> | Companions/Volunteers                                      |
| <b>Contract Hours</b>   | 22.5 hours a week  |
| <b>Contract type</b>    | Fixed term for 6 months                                    |
| <b>Salary Range:</b>    | £24,000 pro rata   |

### Overall Purpose of the Job

The Deputy Manager will help the Store Manager coordinate and supervise all activities associated with efficient, effective and profitable operation of our business, and any other outlets opened, in compliance with the Emmaus ethos, mission, strategic aims, organisational objectives, policies and procedures. A fundamental aspect of the job will involve being highly skilled at managing, working with, and delegating to our Companions and volunteers.

### Main Duties and Responsibilities

- The post holder will be required to work [in conjunction with the Store Manager and one other Deputy Manager] Saturdays and Sundays.
- To oversee the running of our Barns Road store and any other commercial premises we open in due course.
- To supervise, manage and motivate the Companions and volunteers who work in our shop(s) and who provide our collection and delivery service- making sure that they are adequately inducted and trained and enabling them to work effectively and develop new skills.
- To ensure safe, effective and efficient day-to-day operations in order to deliver operational targets and standards for quality, culture, legislative adherence, financial and trading performance. This will require an ability to delegate effectively.
- To work closely with other Deputy Managers & Driver Team Leader regarding the collection and delivery of stock
- To execute, control and ensure that expenditures are within the approved line items and budget as identified by the Store Manager
- To ensure that all activities under your supervision engage, enable, empower and hold to account the team members- particularly Companions and volunteers.
- To devise and deliver training to Companions and volunteers so that retail activities are delivered effectively, politely and according to Emmaus ethos.
- To ensure premises' health & safety, security and maintenance checks and actions are complete within the identified time, and to identify and add new checks or actions to schedules as to comply with H&S requirements.
- To ensure that cover for the safe operation of the shop is sufficient at all times.

- Any other duties and accountabilities as required by the Store Manager including additional duties and responsibilities to cover for holidays and absences.

Deputy Manager  
Person Specification

| Essential   | Desirable   |
|---|---|
| <p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Good general education</li> <li>• Competency in Maths and English at least to GCSE level or equivalent.</li> </ul>  | <p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Course work in:</li> <li>• Customer Care</li> <li>• Health and Safety</li> <li>• First Aid</li> <li>• Other relevant subjects</li> </ul>  |
| <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Effective verbal communication</li> <li>• Effective listening</li> <li>• Ability to stay calm and cope under pressure</li> <li>• Ability to delegate</li> <li>• Effective administration, organization and time management</li> <li>• Basic accounting or bookkeeping.</li> <li>• Managing a cash till- need to be able to cash up accurately.</li> </ul>  | <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Computer skills, including Excel and Word</li> </ul>   |
| <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Working with vulnerable people, or people with challenging behaviour.</li> <li>• Working in a retail environment</li> </ul>  | <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Retail management</li> <li>• Management experience</li> <li>• Team building, coaching, supervision, mentoring</li> <li>• Recycling or second-hand retail experience</li> <li>• Customer service</li> <li>• Stock and cash management</li> <li>• Working with volunteers</li> <li>• Volunteering</li> </ul> |
| <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Demonstration of a belief in and, the ability to, adopt and work within the Emmaus principles</li> <li>• Understanding of the retail environment</li> </ul>   | <ul style="list-style-type: none"> <li>• Retail and trading law</li> <li>• Health &amp; Safety: fire safety, manual handling, first aid, security</li> <li>• Homelessness issues</li> </ul>   |
| <p><b>Other (essential):</b></p> <ul style="list-style-type: none"> <li>• A belief in the potential of each individual and an ability to get on with a range of different people</li> <li>• Effective team player, with the ability to lead</li> <li>• Ability to engage others support</li> <li>• Enthusiastic</li> <li>• Commitment to environmental sustainability and social development</li> <li>• Able to treat people without prejudice</li> <li>• Self motivated</li> </ul> |   |

