

Job Description

Job Title:	Shopmobility Assistant Manager
Hours of Work	approx 15 hrs per week. Work includes 8 on Saturdays
Salary	£13,500 to £13,900 pro rata
Place of Work	Shopmobility Care and Disability Information Centre
Line Manager	Shopmobility Manager

Main Purpose

To assist in the management of the centre using the valuable assistance of many volunteers. To operate the centre on Saturdays and to cover when the Shopmobility Manager is away. To actively participate in the operation and purpose of the centre with the complete range of centre duties.

Key Responsibilities:

1. To operate the centre on Saturdays from 8.30 to 9.30 in accordance with the define processes.
2. To support the operation of the centre when the Shopmobility Manager is away.
3. To work with the Shopmobility Manager to assist in the management of the Centre to fulfil the charity's and funders requirements.
4. Operate the Centre in a professional manner including that Health & Safety, security and appearance criteria are met
5. To undertake work in a manner which will build relations with customers, staff, local retailers and other agencies in appropriate ways.
6. To keep statistics and to compile and report as required by the Manager
7. To contribute to the team activities of Community Action Fareham as given in the 'mission statement' and to promote the other services managed by the charity.

Person Specification

	Attribute	Essential / Desirable
1	Be proactive in the operation of the centre so that it meets changing needs	E
2	Have excellent interpersonal skills so that customer service is excellent	E
3	Able to participate in the administration of a small office	E
4	Able to supervise, support and motivate the centre's volunteer staff	E

5	Able to use a computer system for basic functions including email and Word	D
6	Good telephone manner and customer orientated approach	E
7	Able to operate cash accounting system	E
8	Honest and reliable	E
9	Be practically minded and able to handle operational problems	D
10	Understand Scooter and Wheelchair operation and be able to maintain scooters	D

Community Action Fareham procedures

General staff procedures and rules are contained in the staff handbook.

Details of the charity's procedures about Health & Safety, Equal Opportunity, grievance etc. are included in written procedures and policy statements

Recruitment, personnel and management procedures are consistent with the charity's mission and desire to be a good employer.