



SOMEBODY CARES SCIO

Assistant Retail Manager

March 2025

https://somebodycaresscotland.org_



Founded in 2002, Somebody Cares SCIO is a vital community organisation serving Aberdeen and Aberdeenshire, dedicated to supporting those facing challenging times.



THE ROLE

- **Permanent, full-time role working 40 hours a week**
- **Shape and develop our retail operations**
- **Reports to the Shop Manager based on Denmore Road**
- **Working with the team to achieve sales targets**
- **Effective management and support of shop staff and volunteers**
- **Optimising our shop layout and stock to create high quality experiences for our customers**



Our Retail Shop & Team - Megastore at Denmore

We sell pre-owned furniture, clothing, toys, books, bric-a-brac and more

KEY RESPONSIBILITIES

- **Staff and volunteer management** - Train, support and manage the team
- **Operations** - Optimise stock, pricing and adhere to security measures
- **Financial management** - Maximise shop sales and completing daily banking and gift aid processes
- **Communications and reporting** - Attending management meetings and cascading information to the shop team as appropriate
- **Customer focus** - Providing a first-class service to all customers and donors

Required Skills - Essential



- **Retail** background or similar
- **Leadership** and supervision skills
- **Customer service** skills
- Experience working in a customer-focused environment
- **Problem solver**
- Experience of working in a fast-paced environment
- Experience with retail **pricing**, selling and merchandising goods
- Excellent **communication** skills
- Strong admin and IT literacy skills
- **Approachable**, and willing to learn

Required Skills - Desired

- Experience in the **third** sector
- Understanding of the **gift aid** process
- Flair for **displaying stock** to maximise revenue





OTHER INFO

- Shop opening times - Monday to Friday, 9:30am - 4:30pm; Saturdays 10am - 4:30pm.
- You are required to work five days each week, our working week consists of Monday to Saturday.
- Some flexibility in the working hours will be required from time to time.
- The annual leave entitlement is 28 days, including local public and bank holidays.
- We operate a staff discount scheme on all non-sale items.



TO APPLY

Send your cover letter and CV to hr@somebodycaresscotland.org,
using **Assistant Retail Manager** in the subject line.