



## Assistant Shop Manager

### About us

Greyhound Rescue Wales (GRW) is Wales' leading charity dedicated to rescuing, rehabilitating and rehoming greyhounds and lurchers. Founded in 1993, we have spent more than three decades championing the welfare of sighthounds and working towards our vision: a Wales without greyhound racing, where every greyhound and lurcher has a home and receives the best possible care.

In April 2026, after 25 years of determined campaigning to improve welfare and regulation within the racing industry, legislation to ban greyhound racing in Wales was finally passed. This landmark achievement marks the beginning of a new chapter for GRW as we expand our reach and capacity across the UK to ensure every greyhound leaving the racing industry has a rescue space, medical support and rehabilitation on the journey towards their forever home.

We pride ourselves on our boutique-style charity shops which have a reputation for quality and service across Wales. As an assistant shop manager, you will be at the frontline of our retail operations, ensuring that quality stock and excellent customer service are always on offer for our shoppers. As retail makes up the largest portion of our income, we rely on our excellent retail team to ensure we can continue to carry out our vital work in support of greyhounds and lurchers in need.

### Job Description

**Reports to:** Shop Manager, Retail Manager

**Location:** High Street, Blackwood

**Rate:** £12.71/hr Part-Time (19.5 hrs/wk over 3 days)

### Role

#### Retail Responsibilities:

- Ensuring that first-class customer service is upheld at all times by you and your volunteers
- Ensuring the shop is presented attractively and to the highest standards at all times

- Taking responsibility for donated goods and ensuring proper presentation and merchandising to the fullest potential, including:
  - Sorting and steaming clothing
  - Pricing and ticketing
  - Regular rotation of stock
- Security of all donated goods
- Customer service

### **Business Responsibilities:**

- Working with the shop manager to achieve agreed sales targets and maximise profit for the Charity
- Utilising your sales skills to maximise profits on the shop floor
- Assisting in analysing shop data to take the appropriate actions as required
- Generating additional income/stock using local corporate contacts and media
- Supporting with the implementation of new processes within the store
- Assisting in maximising returns from the Gift Aid scheme, ensuring it is operated to its full potential and within HMRC guidelines. This includes:
  - Actively promoting the scheme via the shop and the shop team
  - Meeting weekly targets for new sign ups to the scheme
  - Ensuring back room processes prioritise Gift Aided goods
  - Keeping the shop team informed and motivated about the scheme

### **Managing People:**

- Effectively managing volunteers under the guidance of the shop manager
- Providing support to the shop manager and retail manager with the recruitment and training of volunteers
- Building strong relationships with the team and volunteers to maintain a motivated and engaged workplace
- Assessing the skills and potential of the volunteer team and delegating accordingly

### **General Management:**

- Performing administrative and ad hoc tasks in support of the everyday requirements of the store

## **General Responsibilities**

We expect all our staff to:

- Take part in any provided training as part of their role
- Be engaged with their role and be confident in sharing their ideas
- Support our Vision and Mission
- Follow our policies and procedures
- Behave in a manner that is compatible with our [values](#)

## Person Specification

You will need:

1. Excellent organisational skills
2. A commitment to generating income
3. The physical fitness and ability to carry stock up and down stairs multiple times per day
4. Knowledge and understanding of retail operations and high street fashion retail
5. Experience of managing a diverse team of people
6. High quality communication skills and emotional intelligence
7. Experience of interacting with other teams across organisations
8. IT literacy
9. Great customer service and social skills

You will ideally have:

1. Experience of creating new visual and design displays
2. Experience of creating and presenting high-impact window displays
3. Experience of working within charity retail

## Benefits and Entitlements

- 28 days leave per year (including bank holidays), pro-rata for roles below 40hrs/wk
- £200/year continuous professional development allowance
- Reimbursement of out-of-pocket expenses (subject to policy and line management approval)