

## DEPUTY MANAGER COMPETENCIES

<b>TECHNICAL COMPETENCIES</b>	<b>BEHAVIOURAL COMPETENCIES</b>
<b>COMMERCIAL FOCUS</b>	<b>LEADERSHIP</b>
Works closely with the shop manager to achieve budgeted sales maintaining sales performance during the manager's absence.	Demonstrates the ability to provide direction and ensure commitment of the volunteers to their areas of responsibility
Has a good understanding of financial information and monitors sales performance.	Lead by example, working alongside volunteers to ensure personal understanding of their abilities
Constantly looks for ways to develop the business	Always acts and dresses in a professional manner
Ensures stock rotation is completed as per guidelines. Works closely with the shop manager to drive stock donations.	Appreciates the effect that a positive mental attitude can have on themselves and those around them
Has an excellent understanding of pricing strategy. Ensures pricing is consistent with the shop managers.	Understands and demonstrates commitment to the shop performance and presentation standards.
Has a good understanding of the required density levels.	Able to make timely decisions, considering the implications and displaying sound judgment
Supports shop manager in driving specific sales campaigns	
<b>MANAGING PEOPLE</b>	<b>ORGANISATION &amp; PLANNING</b>
Takes responsibility for their own development. Assists store manager in training of volunteers.	Plans ahead.
Leads the team by example	Is personally well organised.
Works closely with shop manager in volunteer recruitment and training.	Takes action to prioritise the requirements of customers.
Manages volunteers during the shop manager's absence.	Consistently meets deadlines and works to high standards.
	Demonstrates resilience and stamina.
	Demonstrates determination to support the shop manager in delivery of the budgets.
<b>CUSTOMER CARE</b>	<b>LISTENING &amp; EMPATHY</b>
Trains all volunteers to ensure an efficient till operation.	Rather than merely hearing, actively listens to, and acts upon, the comments, opinions and concerns of

	volunteers and customers.
Trains all volunteers to ensure customer service standards set by the manager are delivered.	Takes time to show empathy with customer's building strong relationships based on understanding their needs
Has the ability to merchandise effective window displays	<b>TEAM FOCUS</b>
Handles exchanges and refunds efficiently, and in line with company guidelines. Ensuring the ExtraCare brand image is protected.	Is approachable and supportive to the shop manager and members of the team.
	Displays support for other shops in their times of need.
	Works with the team to proactively complete routine tasks.
<b>STOCK MANAGMENT</b>	<b>COMMUNICATION</b>
Keeps sort room clean, tidy and organised.	Is able to pass on information through handovers concisely and accurately.
Sorts stock quickly and efficiently onto the sales floor.	Communicates confidently, both verbally and in writing, in a clear and understandable way
Prioritises stock processing, in line with Company guidelines.	Positions their language and style of message according to the situation and the audience
Stores all excess stock in an organised manner to allow for efficient stock replenishment.	
Ensures only quality stock is merchandised on the sales floor.	
Actively encourages over the door donations	
<b>HEALTH &amp; SAFETY</b>	
Fully understands their legal responsibility regarding Health and Safety regulations.	
Actively encourages a safe working environment	
When in charge of the shop ensures relevant H&S checks are completed in line with guidelines.	