



Assistant Store Manager – ReStore Romford

Candidate Information Pack

Closing date: 8th November 2026

The Basics

- Assistant Store Manager – ReStore Romford
- £12.71 per hour, £13,879.32 per annum
- Fixed term contract till May 2027
- Part time (21 hours per week)
- Reports to the ReStore Store Manager.
- Oversees the day to day ReStore operations ensuring sales targets are met and exceeded.
- Responsible for recruiting, leading and motivating a team of volunteers
- Applicants must have the right to work in the UK
- Benefits incl: 25 days holiday + paid BH (pro rata), up to 5% matched pension contributions, employee wellbeing services, 2 wellbeing days and an annual Habitat Day



About Habitat for Humanity GB

Habitat for Humanity Great Britain (Habitat GB) is part of the international Habitat for Humanity network, tackling housing poverty around the world. Decent and affordable housing is about much more than four walls and a roof – housing intersects with critical development issues, including gender equality, human rights, and climate change.

You can find out more about our work at:
<https://www.habitatforhumanity.org.uk>





About the Role

Our Assistant Managers (ASM's) play a vital role in supporting Habitat GB's management team with the day-to-day running and overall success of our shops. Acting as a key link between staff, volunteers, and management, ASM's help ensure the store operates efficiently, delivers excellent customer service, and meets sales and operational targets.

This is a hands-on role that involves overseeing shop floor activity, supporting and motivating volunteers and staff, maintaining high standards of merchandising and presentation, and ensuring a safe, welcoming environment for customers and donors. ASM's help drive sales performance while promoting our mission, values, and commitment to sustainability.

Working closely with Habitat GB and ReStore's management team, ASM's also assist with stock control, donation processing, cash handling, ensuring compliance with health and safety and organisational policies. They play an important role in creating a positive team culture, providing guidance, and supporting the development of volunteers.

This role is ideal for someone who is looking to take their first step into retail management, is organised, proactive, passionate about retail, customer service, and making a meaningful difference within the community.

Your focus and responsibilities include..

- Opening, closing and managing the shop, which could include but not limited to:
 - Setting up the till and cashing up at the end of the day
 - Conducting a shop floor walk
 - Conducting health & safety compliance checks
 - Checking shop emails and cascading key messages to the team
 - Securing the shop
 - Making sure housekeeping and cleaning is completed
- Works with Habitat GB and ReStore's management team to meet sales targets and supports with ensuring that the volunteer team understand and are working to meet and exceed the agreed targets.
- Supports with ensuring the optimum price point for all stock items and promotional merchandise following the principles outlined in ReStores Pricing Guide
- Follows all company policies, shop standards and operating procedures and supports with the communication of these to other shop volunteers.
- Supports with the preparation and completion of shop administration inclusive of cash handling and banking functions to the highest standard, accurately and on time, always adhering to Company Policies and Procedures.



Your skills and experience

– we're looking for someone with...

- 1-2 years of customer service experience with an understanding of good customer service skills.
- Proficient in technology (including Microsoft Outlook/Teams), retail management systems, and social media for marketing.
- Previous experience leading people or managing a retail operation is preferred and/or a willingness to learn.
- Ability to perform heavy lifting (up to 30 pounds) and walk, stand, sit, and stair climb on a frequent basis.
- Commitment to our values & behaviours.
- Enthusiastic and committed to achieving shop targets and KPI's.
- Flexible and adaptable approach.
- Ability to work as a team and on your own initiative.
- Able to build good working relationships.
- Ability to work within Habitat GB's policies and procedures.
- Good communication skills.



What we offer

Employee wellbeing is pivotal to organisational success and Habitat GB is committed to supporting its people's wellbeing. Our existing offer includes flexible working arrangements, a sabbatical policy, virtual GP services, and "Habitat Day" – an extra day of leave for everyone. We plan to expand our offer further, establishing Mental Health First Aider training, a buddy system for new team members, and resilience training.

We want to foster a resilient and well-supported team and encourage all employees to actively participate in making this happen through suggestions and feedback.

As a team with some fully remote, some hybrid and some store/site-based roles, we recognise that team building and culture is important. We look to bring colleagues together through online joint working sessions, social engagement, and regular in person meetings. Our Charity DIY store, ReStore, plays a key role in creating space for hybrid working and team meetings.



Start your Habitat journey

We want our recruitment process to give you an opportunity to shine, to share your skills and experience as clearly as possible, and for you to find out more about Habitat for Humanity GB in return. You are welcome to get in touch and arrange an informal chat with Philip Morgan (pmorgan@habitatforhumanity.org.uk) before submitting an application.

To apply for the role, please send us your CV and a supporting statement (max two sides of A4) telling us about the skills and experience you would bring to the role and your motivation for applying to <https://hr.breathehr.com/v/assistant-store-manager-46821>

Deadline for applications is Sunday 8th November (at 11:59 pm).

We plan for first stage interviews to take place w/b 9th or 16th November 2026. Interviews may be held online, or in person in ReStore Romford (Please note that we do not reimburse any expenses incurred during interviews.)