

JOB DESCRIPTION

Job Title	Shop Manager
Reports to	Retail Operations Manager
Responsible for	Assistant Mangers, Shop staff and Shop Volunteers
Salary	A voluntary pension scheme is also available for the post holder to sign up to on successful completion of the probationary period.
Hours	Variable. Weekly working hours to be agreed with Retail operations Manager at appointment.
Holiday entitlement	28 days per year (pro rata)
Probationary period	1 months

JOB PURPOSE:

- To manage the day-to-day retail activities of the shop ensuring that it is both attractive and welcoming at all times.
- To manage the day-to-day financial activities of the shop ensuring that all monies are banked and accounted for in a timely and professional manner.
- To ensure that the shop is adequately staffed at all times.
- To ensure that the staff (including volunteers) and premises are compliant with all relevant policies, procedures and legislation.
- To liaise with the general public, local traders and any other relevant party in a manner likely to enhance and further the work and reputation of Age UK .
- To remain up to date with relevant developments in the retail / charity retail industry.

DUTIES

Retail

- To ensure that the shop window displays are at all times attractive to customers; to update them regularly to prevent them looking 'tired' and predictable.
- To arrange the internal displays in a manner that show the goods in their best light, and which is easily and safely navigable by the public.
- To keep the inside of the shop clean and tidy at all times.
- To accept and process all donations in accordance with relevant policies and procedures.
- To ensure effective stock control procedures are in place; to monitor stock levels and undertake regular stock audits.
- To liaise with other shop managers over transfer of items between stores.
- To price all items in accordance with an agreed pricing structure.

- To ensure that all items are clearly marked with the asking price and that any offers e.g. '2 for 1' are clearly identified.
- To work to set sales targets and growth plans providing regular updates and reports to the Head of Retail.
- To work with the Head of Retail/marketing officer on the promotion and marketing of the business. To organise promotions, displays and / or events to affect this.
- To ensure all customers receive excellent customer service at all times from all staff and volunteers.
- To deal with all customer service issues, e.g. queries and complaints, in the first instance. To follow any relevant procedures thereafter.
- To maintain up to date knowledge of market trends and developments in the retail / charity retail sector.
- To maintain accurate and timely records of all business activities.

Management of Staff and Volunteers

- To promote and facilitate a positive, mutually supportive team ethic.
- To actively recruit suitably competent and enthusiastic volunteers to the shop and / or Age UK in line with established policies and procedures.
- To contribute to the recruitment process for an Assistant Manager/shop staff when required.
- To provide regular one to one supervision to the Assistant Manager and regular supervision, in a suitable and agreed format, to the shop volunteers e.g. in a group format.
- To mentor the Assistant Manager/staff and volunteers in all aspects of their respective roles and in particular the importance of excellent customer service. All volunteers to be encouraged and mentored in all aspects of the daily shop tasks up to the point they feel comfortable.
- To ensure that all staff and volunteers are fully conversant with the wider work of Age UK and able to talk about it to customers as needed.
- To ensure that the Assistant Manager and all shop volunteers are fully supported and trained in all aspects of running a charity and are aware of all policies and procedures that may affect them in the course of their duties e.g. the Health and Safety Policy and Procedures.
- To ensure that the shop is adequately staffed at all times; to consult on and produce staffing rotas in good time and with regards to the requirements of volunteers. To manage the holiday requirements of yourself and the Assistant Manager.
- To provide direction to all staff on daily / weekly tasks; to clearly communicate sales targets and growth plans as necessary and agreed with the Head of Retail.
- To deal with all staffing issues in a timely and professional manner and in line with policies and procedures.
- To maintain accurate and timely staffing records for all staff in line with procedures.

Financial

- To implement effective and efficient financial management and accounting systems in conjunction with the Head of Retail and finance personnel. To be responsible for the day-to-day management of these systems including the administration of Gift Aid.
- To regularly review the financial performance of the shop and provide the Head of Retail/CEO with regular reports detailing any issues and possible solutions.

- To maintain accurate records of all business transactions.
- To regularly review all systems and amend where necessary e.g. in the event of changes to legislation.
- To ensure all financial accounting systems and practices are compliant with relevant regulatory requirements.
- To ensure that all policies and procedures related to the sale of goods are compliant with relevant UK and European law.

Policies and Procedures

- To ensure that all policies, procedures and risk assessments relating to the shop are in place and regularly reviewed, updated and approved by the Head of Retail.

External Relationships

- To develop good working relationships with other shops in the Age UK network.
- To promote the work of Age UK WMH through the course of daily retail activities. To provide an information point within the shop relating to Age UK and in particular the activities and services offered by Age UK WMH.
- To act as an ambassador for the work of Age UK WMH and help develop the public profile of the charity through interactions with the public and marketing strategies for the shop.
- To develop and maintain sound professional relationships with other local traders.

Other

- To regularly attend supervision meetings with the Head of Retail or designated deputy.
- To undertake all mandatory training courses and any others identified in supervision or arising out of incidents or occurrences in the workplace.
- To undergo a Disclosure and Barring Service (DBS) check.
- To undertake any other duties as may be required by the Board of Trustees and commensurate with the grading of the post.

PERSON SPECIFICATION

Job Title Shop Manager
Reports to Head of Retail

The post holder needs to be able to demonstrate relevant knowledge and experience in the areas detailed below. When completing your application please ensure that you have covered each of the areas in the 'Essential' column and any that apply in the 'Desirable' column, citing examples from your career or private life to illustrate your claims.

(A) Indicates it will be assessed via the application form.

(I) Indicates it will be assessed at interview.

	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Good standard of general education including GCSE (or equivalent) Maths and English. (A) • Evidence of training in all areas of relevance to the retail sector e.g. delivering excellent customer service. (A&I) 	<ul style="list-style-type: none"> • Relevant management qualification. (A)
Experience, Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • Extensive experience of working within the retail sector. (A) • Experience of using financial management systems. (A) • Proven track record of successfully working to tight deadlines. (A&I) • Proven track record of achieving or exceeding sales targets. (A&I) • Experience of supervising other staff in a management or non-management capacity. (A&I) • Strong interpersonal and communication skills and demonstrable experience of forging and maintaining effective professional relationships with a wide range of people. (A&I) • Proven track record of making sound independent business decisions within an agreed framework. (A&I) • Working knowledge of legislation relevant to charity retail outlets e.g. Health and Safety. (A&I) • Demonstrable commitment to delivering excellent customer service. (A&I) • Commercial awareness. (A&I) • Effective influencing and negotiating skills. (A&I) 	<ul style="list-style-type: none"> • Experience of working within the charity retail sector. (A) • Management experience in a retail setting. (A) • Proven track record in setting achievable sales targets / projections and devising and implementing plans for sustained growth. (A&I) • Experience of staff recruitment. (A) • Experience of volunteer management. (A&I) • Fundraising experience. (A) • Knowledge and experience of using quality systems. (A) • Ability to think strategically about growing the retail business. (A&I) • Knowledge and an understanding of the voluntary sector. (A&I)

	<ul style="list-style-type: none"> • Ability to analyse situations and data allied with sound problem solving skills. (A&I) • IT literate in a range of applications including MS Office and financial accounting systems. (A) • Ability to see the bigger picture and remain focused on the detail. (A&I) 	
Personal attributes	<ul style="list-style-type: none"> • Demonstrable leadership and management qualities.(A&I) • A flexible approach to work and a willingness to adapt to shifting priorities.(A&I) • Ability to respond to challenging situations in a calm and reasoned manner. (A&I) • Personable. (I) 	
Other	<ul style="list-style-type: none"> • An understanding of and respect for the charity's values. (A&I) • Full clean driving licence, access to your own transport and a willingness to use it for business travel. (A) 	