Person Specification: Re-Use Shop Manager

	Essential	Desirable	Tested At Interview
Qualifications			
A good level of general education	✓		A
Other related professional education/training		✓	A
Knowledge and Experience			
Previous experience gained in performance driven retail/customer centred environment	✓		A/I
Previous people management skills with performance management and teamwork	✓		A/I
Previous experience of communicating with a diverse workforce and customer base	✓		A/I
Basic knowledge of Health & Safety and Fire regulation and ability to identify potential risks	✓		A/I
Experience of cash handling	✓		A/I
Charity Retail experience		✓	A/I
Volunteer management		✓	A/I
Experience of working with EPOS systems		✓	A/I
Skills and Abilities			
Ability to lead, motivate, inspire and work as a team	✓		A/I
Good administrative and organisational skills with the ability to undertake banking, keep basic records and organise resources in a busy environment	✓		A/I
Ability to understand and interpret financial information in order to manage shop performance	✓		A/I
Strong communicator with ability to deliver team messages, deal with customer issues and resolve problems whilst being firm but fair	✓		A/I
Ability to recognise stock potential in order to generate income and understands the importance of attractive presentation	✓		A/I
Ability to plan and prioritise workloads	✓		A/I
Ability to recruit Gift Aid donors and maintain a Gift Aid system	✓		A/I
Proactive and able to solve problems	✓		A/I
Ability to drive and commute to remote locations – including use of own vehicle	✓		A/I
Personal Qualities			
Accepting and promoting the values and ethos of Age UK Leicester Shire & Rutland	✓		A/I
Flexible approach to work	✓		A/I
Awareness and understanding of equal opportunities	✓		A/I

Additional Circumstances
Processing stock deliveries will regularly involve carrying and moving (sometimes heavy) bags of stock. You will also be on your feet for long periods of time
On occasions may be required to work on own within shop

Key: **A** = Application Form   **I** = Interview Process