

- Post Title:** Re-Use Shop Manager
- Reporting Line:** Retail Operations Manager and Head of Retail
- Responsible for:** Re-Use Shop Deputy Managers, Re-Use Assistants, PAT Testers and Volunteers
- Summary of post:** The Re-Use Shop Manager will manage all aspects of running the Re-Use Shop. Managing a team of staff and volunteers you will provide encouragement and support and excellent customer service and standards to meet targets. You will sort, process and merchandise donated stock for sale, implement Security and Health and Safety protocols and adhere to Age UK Coventry & Warwickshire's policies and procedures.

Duties and Responsibilities

1. Maximise shop income and achieve agreed performance targets.
2. Actively promote Gift Aid within the shop and maintain the Gift Aid system
3. Maintain a high level of commercial awareness by staying informed of sales trends, stock position and local competition.
4. Implement and maintain excellent customer service and retail standards.
5. Support in recruitment, training and development of the team of staff and volunteers, encouraging an active interest in the shop and the work of Age UK Coventry & Warwickshire.
6. Ensure adequate staffing and volunteer cover within shop and establish an appropriate work rota to maximise trading hours as set out in Re-Use contract with Warwickshire County Council.
7. Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
8. Ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations and Warwickshire County Council site rules.
9. Hold shop keys, opening and closing the premises in line with trading hours.
10. Promote stock donations and ensure sufficient levels of stock to achieve sales targets.
11. Accept, sort and price donated goods in accordance with Age UK Coventry & Warwickshire and Warwickshire County Council guide lines and feedback from line management.
12. Maintain stock control, including the arrangement of the disposal of unsold or unwanted donations, monitoring disposal levels.
13. Ensure all items offered for sale are fit for sale, comply with legislation and undergo relevant function and safety checks.

Age UK Coventry & Warwickshire

Registered Office
8 Clemens Street
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CV31 2DL

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e: info@ageukcovworks.org.uk
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14. Liaise with Warwickshire County Council Site Management to ensure the safe and smooth operation of the shop at all times.
15. Ensure compliance with Age UK Coventry & Warwickshire Policies and Procedures and relevant legislations.
16. Ensure that shops administrative and financial procedures are followed including daily banking, daily and weekly paperwork, maintenance of petty cash, performance reports and staff and volunteer records.
17. Bank takings daily, control petty cash and compile weekly returns.
18. To achieve and maintain PAT testing status.
19. Liaise with the Retail Operations Manager to transfer goods to other shops following the appropriate policies and procedures.
20. Ensure security of cash, stock and premises, reporting any cash or stock shortfalls to the Retail Manager.
21. Monitor and arrange the disposal of goods from the shop.
22. Attend and participate in company meetings as and when required.
23. Provide cover and support at other outlets as required.
24. Maintain stocks of new goods for sale with advice from the Retail Operations Manager and Head of Retail.
25. Work closely with the Retail Manager and Head of Retail to ensure any problems in the shop are resolved quickly and effectively.
26. Publicise the shop, enhance the Age UK Coventry & Warwickshire image through a professional retail service, ensuring that all queries are answered promptly.
27. Maintain good relations with the public, local council, landlords and neighbouring businesses.
28. Accurately input data into IT equipment within agreed timescales.
29. Maintain absolute confidentiality with regard to all company information.
30. Carry out such duties as may be required by the Retail Manager and Head of Retail, which are considered consistent with the duties and responsibilities of the post.

This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

Please print name

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Person Specification: Re-Use Shop Manager

	Essential	Desirable	Tested at:
Qualifications			
A good level of general education	✓		Application
Other related professional education/training		✓	Application
Knowledge & Experience			
Previous experience gained in performance driven retail/customer centred environment	✓		Application & Interview
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 & Abilities			
Ability to motivate 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			
Strong communicator with ability to deliver team messages, deal with customer issues and resolve problems whilst being firm but fair when required in the absence of the Re-Use Shop Manager	✓		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			

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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 Coventry & Warwickshire	✓		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			

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