

## **JOB DESCRIPTION**

**Post Title:** Relief Manager - Retail

**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 Relief Shop Manager will manage all aspects of running the Re-Use or High Street Shop. Working with a team of staff and volunteers you will provide encouragement and support as you provide 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.

**Location of work:** Various Age UK Coventry & Warwickshire's locations

**Hours of work:** Variable

### **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. Recruit, train and develop 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.
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.
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.
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 Operations 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 Manager.
25. Work closely with the Retail Operations 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 Operations Manager and Head of Retail, which are considered consistent with the duties and responsibilities of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

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

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

*Please print name* .....

## Person Specification: Relief Shop Manager

	Essential	Desirable	Tested At
<b>Qualifications</b>			
A good level of general education	✓		A
Other related professional education/training		✓	A
<b>Knowledge and Experience</b>			
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
<b>Skills and Abilities</b>			
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
<b>Personal Qualities</b>			
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
<b>Additional Circumstances</b>			
Processing stock deliveries will regularly involve carrying and moving (sometimes heavy) bags of stock. To 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