

Job Description

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| JOB TITLE: | Charity Shop Manager - Matlock £12.48 per hour – 30 hours per week |
| RESPONSIBLE FOR: | Retail Income Generation |
| RESPONSIBLE TO: | Retail Manager Chief Executive Finance and Income Generation Programme Board |
| JOB PURPOSE: | To support AUKDD independent shops in Derbyshire maximising income generation to generate unrestricted income for our charitable services. |

This job description is not exhaustive and is intended only as a guide to the range of activities associated with the post.

The Retail Division: The charity runs 11 independent charity shops established to generate income to support our charitable activities. Our established shops are located in the County in Clay Cross, Wirksworth, Duffield and Henor, Alfreton, Bakewell, Belper and Matlock and in the city in Alvaston and Derwent. We have an online sales shop in Ebay. To provide support to our shops we have a large warehouse and stock van. The warehouse sorts and stores donations and handles reclaim stock and recycling as well as providing shops with sales resources but all shops handle incoming donations, sort and store stock. Each shop and the warehouse has a part-time manager and a team of volunteers to fulfil a staffing rota, some shops have an Assistant. The established shops are all decorated and presented in a corporate style using the bright Age UK colour palette. Our concept shop in Belper has a different look and feel.

In recent years we have closed shops affected by local trading conditions but also added to our portfolio and we are keen to establish new shops, or retail businesses, in other communities in Derbyshire and Derby City. There is potential to try new styles of retail shops and to further develop online sales. The shops are primarily a source of charitable income but they are also an opportunity to reduce waste, re-use and recycle supporting our environmental policy. The shops are our window to the world, providing in-reach to local communities. The shops each have an information hub, can promote local services and events and each year they support our influencing campaigns with shop-window displays.

The Role:

- The Manager will need to be proficient in charity retail and, with appropriate induction and training, be able to fulfil the role
- The Manager is an active member of the retail team working at the direction of the Retail Manager and working with shop managers and volunteers to demonstrate best practice.
- The role will work closely with our fundraising team to maximise the opportunities in retail to generate fundraising income and support local events.

Main Duties and Responsibilities

Income

- Record shops sales using EPOS till system.
- Secure shop takings following procedures.
- Drive shop sales to achieve target including special events, sales and promotions.

Premises

- Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
- Ensure that all statutory responsibilities are met, including Fire and Health & Safety regulations.
- Hold shop keys and open and secure shop premises.

Staff

- Engage with shop customers and visitors and encourage an active interest in the shop and the work of AUKDD.
- Identify and engage potential shop volunteers providing volunteer recruitment information.
- Work with shop volunteers to provide a friendly, efficient shop team.

Stock

- Receive and record donated stock in accordance with AUKDD guidelines.
- Sort, clean and prepare stock for sale including steaming, pricing and tagging.
- Display stock, process items to refresh stock regularly and replace items sold.

Public Relations

- Working with the Chief Executive, Retail Manager to:-
 - Publicise the shop
 - Enhance the AUKDD image through a professional retail service, ensuring that all queries about AUKDD services are answered promptly and that information held in the shop is up to date
 - Maintain good relations with the public, trade councils, landlords and neighbouring retailers
- Provide customer service which meets the needs of all customers and supports the Dementia Friendly Communities standards.

Administration

- Ensure that all AUKDD administrative and financial procedures are followed including daily records and storage of money and records, maintenance of petty cash account and volunteer records.
- To work within all AUKDD policies and procedures

Management, Training and Personal Development

- Work with the Retail Manager in the creation and monitoring of your personal development plan.
- Work with the Retail Manager in two or more 1:1 Performance Reviews establishing performance targets and the support and actions needed to achieve them.
- Complete all required training courses in the required period including induction sessions, e-learning modules and utilise all opportunities for development.

Other Responsibilities & Requirements

- Work closely with the Retail Manager to ensure any problems in the shop are resolved quickly and effectively.
- Undertake any other appropriate duties required to achieve performance targets and realise the full potential of the shop.
- Undertake reasonable travel when necessary to attend meetings and training (costs reimbursed)
- To support the Equality & Diversity policies of AUKDD
- To help protect the welfare of all staff, volunteers and customers by adopting safe working practices and complying with Health & Safety Guidance.

Special Issues

The nature of running a Charity Shop means that your role will involve:

- Processing stock which will regularly involve moving (sometimes heavy) bags of stock and you will be on your feet for long periods of time.
- You will be required to work on your own within the shop.
- You will have day to day responsibility during each shift for the shop, volunteers, the contents of the shop, the premises and the wellbeing of customers.
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Notes

- *This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role.*
- *In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.*

Person Specification

| Essential | Desirable |
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| <ul style="list-style-type: none">• Excellent customer care skills• Ability to work as a team member• Reliable and honest approach• Observant• Good administrative and organisational skills in a busy environment• Commitment to Equality & Diversity | <ul style="list-style-type: none">• Retail experience• Commitment to the aims and objectives of AUKDD |