

**JOB DESCRIPTION**

**JOB TITLE:** Shop Manager

**LOCATION:** Hastings Charity Shop

**HOURS**: 5 days per week, (40 hours a week flexible to include weekend and bank holiday working on a rota basis)

**ACCOUNTABLE TO**: Retail Area Manager

**ACCOUNTABLE FOR**: Assistant Shop Manager, Volunteers

**PURPOSE OF THE POST**

Manage your Age UK East Sussex shop to achieve sale and profit targets to support the local work of the charity. Our Charity Shops operate on a 7-day basis and working hours include Saturdays and Sundays on a rota basis.

**DUTIES AND RESPONSIBILITIES**

**Sales**

1. Maintain a high standard of retail display by ensuring products are correctly merchandised and clearly priced at all times.
2. Rotate stock so that no items remain on the shop floor for any longer than the agreed time limit.
3. Achieve Gift Aid targets by developing a culture of Gift Aid at the point of donation and managing correct processing of Gift Aid at the point of sale.
4. Ensure a high level of customer service is always achieved.
5. You will need to have a strong background in manual handling and must be physically fit and able to move large volumes of stock and/or fixturing around regularly (including but not limited to up/downstairs, on/off vans, to/from customer vehicles, and across the shopfloor and stockrooms). You will be required to lift heavy and/or large items at times.

**Business**

1. Take responsibility for setting and achieving weekly and monthly income and expenditure budgets for your shop.
2. Work with the Retail Area Manager to build profits by developing and growing the shop.
3. Successfully utilise the budget to maximise advertising opportunities to encourage footfall and increase sales.
4. Manage expenditure through efficient use of consumables, staff hours and utilities.
5. Actively participate in monthly senior management and staff meetings as required.
6. Ensure all administration is completed on time and in line with AUKES cash handling and security procedures.
7. Provide support and cover to other AUKES sites when required to ensure business continuity and standards are maintained.

**Stock**

1. Actively build business relationships with local organisations and the public to encourage donations of saleable goods.
2. Oversee and monitor incoming stock and manage stock processing in line with the requirements of the business and AUKES procedures.
3. Oversee the processing of stock in line with all legal requirements.
4. Oversee the processing of sales of New Goods through the tills correctly, managing the inventory of these products to minimise any stock loss.

**Staff and Volunteers**

1. Recruit, train and manage staff and volunteers in line with the business needs and following all AUKES policies and procedures.
2. Create a positive working environment that encourages staff and volunteers to uphold the high standards and quality of service they provide.
3. Ensure that all AUKES standards and policies are adhered to by staff and volunteers.
4. Work with other AUKES staff and volunteers to ensure effective working relationships are created.

**Health and Safety**

1. Take day to day responsibility for fire safety, health and safety, security and facilities requirements to ensure your shop is a safe environment for all staff, volunteers and customers.
2. Maintain high standards of housekeeping, organisation and cleanliness throughout the premises.
3. Ensure all team members are aware of and comply with Health & Safety regulations at all times.
4. As one of the key holders for the site you may need to attend at any time in the event of an emergency or a business-critical situation.

**Other:**

1. To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
2. To undertake relevant training as required by the organisation and agreed with your line manager.
3. To be an Ambassador for the Charity, positively promoting the organisation and its services at all times.
4. To undertake other such responsibilities and duties as may be reasonably required by your line manager within the level and grading of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.

**PERSON SPECIFICATION**

|  | Requirements: | Essential/Desirable | How Assessed |
| --- | --- | --- | --- |
| Education/Qualification | GCSE or equivalent English and Mathematics. | E | Application |
| Experience | Experience of working in a retail environment, serving customers and dealing directly with the public | E | Application  |
| Management experience of taking responsibility for and training of other staff or volunteers | E | Application & Interview  |
| Proven experience of cash handling, reporting sales and maintaining clear and accurate records | E | Application & Interview |
| Experience of managing a successful retail and/or charity shop operation delivering against sales targets | E | Application & Interview |
| Merchandising experience and evidence of successful implementation  | E | Application & Interview |
| Marketing and fundraising for a local activity, cause, or charity shop | D | Interview |
| Knowledge | Knowledge of Gift Aid | D | Interview |
| Knowledge of health & safety including manual handling  | E | Application |
| A good understanding for retail operations and a willingness to learn new retail techniques to increase income generation | E | Application & Interview |
| Skills and Abilities | Ability to organise and motivate self, manage own and others time and priorities and take appropriate responsibility  | E | Application & Interview  |
| Ability to use Microsoft Word, Outlook and Excel | E | Application & Interview |
| Excellent verbal and written communication skills | E | Application & Interview  |
| Empathetic approach and ability to listen to, understand and respond to the needs of older people | E | Interview |
| Other | Be available to provide cover at other venues as required | E | Application |
| Ability to travel across East Sussex | E | Application |
| Willingness to work unsociable hours when required | E | Application |
| Commitment to delivering a high quality service | E | Interview |
| Commitment to equal opportunities to all members of the community | E | Interview |
| Supportive of the charity’s aims and objectives | E | Interview |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

I confirm that I have received and read the above job description and person specification.

Employee Name............................................................................................................

Signature.......................................................................................................................

Date...............................................................................................................................