

Job pack

Cover Shop Manager



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- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

Community Support

We facilitate a wide range of social activities and other well-being support.

Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home. In partnership with Age UK Buckinghamshire we provide discharge support for older residents from Wexham Park and Stoke Mandeville hospitals.

Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

Partnerships

Age UK HHB is a founder member of 3ST and leads on a number of partnerships working with other charities to provide services across NW London.

How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://ageuk.org.uk).

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting hr@ageukhbb.org.uk

What we offer

- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

Closing date for applications: We will contact shortlisted candidates as we receive applications.

The Role: Cover Shop Manager

Salary: £13.85 per hour

Hours: As specified in contract/advert; flexible to support our Ruislip Charity Shop and additional overtime days as required. The shop operates on a 6-day basis including Saturdays – 09:00 – 17:00 hours

Responsible to: Retail Operations Manager

Accountable for: Assistant Manager and Volunteers

Employed by: Age UK Hillingdon, Harrow and Brent

Based at: Ruislip Charity Shop, 105 High Street, Ruislip, HA4 8JN

Role Purpose

Main purpose of the job:

To provide cover for the shop management team of the Age UK HHB Ruislip Charity Shop.

To ensure that the shop is a welcoming and representative hub in the local community providing a face to the activities of Age UK HHB.

To manage a team of volunteers to achieve sales, profit and Gift Aid targets to support the local work of the charity.

Work closely with other colleagues at Age UK HHB to ensure that the shop works within branding, H&S and other policies and procedures to main professional standards and a safe working environment.

Main duties and responsibilities (role profile)

Sales

- Maintain a high standard of retail display by ensuring products are correctly prepared, merchandised and priced following the standards outlined in the Retail Operations Manual
- Regularly walk the shop floor each day, re-hanging, tidying and replacing stock as required
- Maximise the opportunity to sell from the shop window by ensuring that the window is always well presented and actively replace items as they sell
- Rotate stock following the stock rotation procedure so that no items remain on the shop floor for any longer than the agreed time limit

- Ensure a high level of customer service is achieved at all times

Business

- Work with the management team to develop and grow shop sales so that the store achieves its weekly and monthly sales targets
- Work with the operations and marketing team to maximise opportunities to encourage footfall, increase sales and average spend
- Work with the management team to minimise expenditure through efficient use of consumables, staff hours and utilities
- Process sales following correct till procedures, record sales and Gift Aid accurately and ensure customers are served correctly
- Working with the Marketing and Communications Team to ensure all branding and communications materials are brand compliant.
- Actively participate in management and staff meetings as required and keep an awareness of HHB activities
- Ensure all administration is completed on time and in line with HHB cash handling and security procedures

Donations

- Oversee and monitor incoming stock and manage stock processing in line with the requirements of the business and HHB Retail procedures, actively seeking to reduce landfill and use of Choice
- 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
- Oversee the processing of stock in line with all legal requirements

Staff and Volunteers

- Work with shop management team and head office to recruit, train and manage staff and volunteers in line with the business needs and following all HHB policies and procedures
- Create a positive working environment that encourages staff and volunteers to uphold the high standards and quality of service they provide
- Ensure that all HHB standards and policies are adhered to by staff and volunteers
- Work with other HHB staff and volunteers to ensure effective working relationships are created

Health & Safety

- Take day to day responsibility for fire safety, health and safety, security, and facilities requirements to ensure the shop is a safe environment for all staff, volunteers, and customers
- Maintain high standards of housekeeping, organisation and cleanliness throughout the premises
- Ensure all team members are aware of and comply with Health & Safety regulations at all times
- 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

- To work within the policies, procedures and quality frameworks adopted by Age UK HHB with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements
- To undertake relevant training as required by the organisation and agreed with your line manager
- To be an Ambassador for the Charity, positively promoting the organisation and its services at all times
- 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 Hillingdon Harrow and Brent 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

Age UK HHB is committed to safeguarding and promoting the welfare of all older And younger people within the London Boroughs of Hillingdon, Harrow & Brent

Person Specification

Education & Training

Essential Criteria	Desirable Criteria
	GCSE or equivalent English and Mathematics

Experience

Essential Criteria	Desirable Criteria
Management experience of taking responsibility for, and training of, other staff or volunteers	Experience of working in a retail environment, serving customers and dealing directly with the public
Proven experience of cash handling, reporting sales and maintaining clear and accurate records	
	Experience of managing a successful retail and/or charity shop operation delivering against sales targets
	Merchandising experience and evidence of successful implementation
	Marketing and fundraising for a local activity, cause or charity shop

Knowledge and Skills

Essential Criteria	Desirable Criteria
	Knowledge of Gift Aid
Knowledge of health & safety including manual handling	
	A good understanding of retail operations and a willingness to learn new retail techniques to increase income generation
Ability to organize and motivate self, manage own and others time and priorities and take appropriate responsibility	
Ability to use Microsoft Word, Outlook and Excel	
Excellent verbal and written communication skills	
Empathetic approach and ability to listen to, understand and respond to the needs of older people	

Other	
Essential Criteria	Desirable Criteria
Be available to provide cover at other venues as required	
Willingness to work unsociable hours when required (weekends)	
Commitment to delivering a high-quality service	
Commitment to equal opportunities for all members of the community	
Supportive of the charity's aims and objectives	