JOB DESCRIPTION

JOB TITLE	**RETAIL COVER MANAGER**
JOB PURPOSE	**To cover Age UK Leicester Shire & Rutland's Shops and be responsible for the running of the shop ensuring efficient and effective management of staff, premises and stock to provide a high quality retail service.**
ACCOUNTABLE TO	**Area Retail Manager**
LINE MANAGEMENT	**Deputy Manager & Volunteers**

DUTIES

1. Sorting and pricing of donated and new goods, stock control, merchandising, and window dressing in consultation with the Area Retail Manager.

2. Responsible for the effective completion of all paperwork/computer input of information related to the shop including banking and financial transactions in an accurate and timely manner.

3. Responsible for the delivery of customer care, ensuring to the best of your ability the needs of the customer are met at all times, ensuring customer complaints are dealt with effectively and efficiently.

4. Ensure the shop environment is clean, safe and welcoming and trading hours are strictly adhered to.

5. Responsible for the recruitment/selection and development processes of staff and volunteers in line with Age UK Leicester Shire and Rutland's policies and procedures.

6. Introduce ideas and promotions to drive the shop sale figures forward in consultation with Age UK Leicester Shire & Rutland's Area Retail Manager.

7. Marketing & Publicity in consultation with Age UK Leicester Shire & Rutland's Area Retail Manager and Income Generation Department.

Training and Development

1. Participate in training and development as required and evaluate the
    a. training needs accordingly.

2. Completion of mandatory training in shops.

Health and Safety

1. Adhere to all policies in relation to health and safety and ensure the necessary training needs are met, to assist with the provision of risk assessments within the workplace environment.

2. Support with the roll out of the new H&S programme.

3. Ensure all shops are a safe place to work and at no times are the staff, volunteers or customers are put at risk of injury or harm.

4. Manage the maintenance issues in shops.

Working Practices/General

1. All shops to be open in line with trading hours. Shops to be open promptly and to close on time.

2. The management team are responsible for ensuring shops trade as required. Any sickness needs to be covered by the shop as does annual leave.

3. Demonstrate an awareness and understanding of all Age UK Leicester Shire and Rutland's policies and procedures.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in F:\COMMUNAL FOLDER\POLICIES or on the Select HR self-service portal.

4. Any other duties that may reasonably fall within the purview of the job.

Behaviours:

1. Demonstrates role model behaviour at all times.

2. Leads the team of staff and volunteers with enthusiasm. Goes the extra mile to ensure the volunteers have a positive place of work.

3. Adopts a can-do attitude to the daily challenges within the retail environment. Comes up with solutions to problems or issues and won't allow concerns to go unresolved.

4. Works as a team player within the shop as well as part of the wider area.

5. Be flexible and embrace new ways of working if they have been proven to improve sales and operations.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____Date _____

Please print name: _____