

JOB DESCRIPTION

JOB TITLE:	Relief Charity Shop Manager
BASED AT:	Any of our retail sites in Milton Keynes
RESPONSIBLE TO:	Retail Operations Manager
RESPONSIBLE FOR:	Deputy, paid staff and volunteers.
HOURS:	When required (may include Saturdays)
RATE OF PAY:	£8.55 per hr

PURPOSE

To manage the Age UK Milton Keynes' charity shop, ensuring efficient and effective management of staff and volunteers, premises and stock to provide a high quality retail service to raise funds for Age UK Milton Keynes and promote a good image of the organisation.

JUDGEMENT & DECISION MAKING

- To make day-to-day decisions to ensure the successful and safe trading operation of the shop.
- To decide, without reference, but within procedural guidelines, what prices to charge for individual items to maximise both turnover and income.
- To ensure that all activities are carried out in harmony with Age UK Milton Keynes' mission and value base and within the spirit of its Equal Opportunities Policy.

BUDGET RESPONSIBILITY

- To achieve agreed sales targets and maximise profit through effective control of costs and stock management.

STAFF RESPONSIBILITY

- To lead and manage staff and volunteers, in accordance with Age UK Milton Keynes' policies and procedures, retail standards and working practices.
- To be responsible for the day-to-day health and safety and welfare of staff, including yourself, volunteers, visitors and customers; ensure health and safety procedures are in place and are adhered to.
- To ensure that staff and volunteers are adequately trained to enable them to fulfil their duties effectively.

OTHER RESPONSIBILITIES

- To ensure the shop is adequately staffed at all times, including days off, lunch breaks and holidays in order to maintain levels of service; ensure cover for own holiday periods and ensure sufficient staffing to enable the shop to open on selected Sundays and Bank Holidays throughout the year, should this be deemed necessary.
- To maintain a high standard of cleanliness, merchandising and display, both in the window and throughout the shop in accordance with Age UK Milton Keynes guidelines.
- To ensure a high standard of customer service at all times.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

Experience:

- Previous experience gained in a performance driven retail environment.
- Previous experience of managing a diverse workforce.
- Previous experience of communicating with a diverse workforce and customer base.

Knowledge & Skills:

- Ability to sort and price donated goods to ensure the greatest return for Age UK Milton Keynes.
- Ability to motivate and work as part of a team.
- Literate and numerate with good administrative and organisational skills. Ability to undertake banking tasks, keep basic records and organise resources in a busy environment.
- Ability to understand and interpret financial information to manage shop performance.
- Strong communicator with ability to deliver team messages, deal with customer issues and resolve problems.
- The ability to recognise the importance of attractive presentation and stock potential to generate income.
- Commercially aware with an interest and understanding of High Street retail trends.
- Basic knowledge of Health & Safety and Fire Regulations and ability to identify potential risks.
- Basic knowledge of Trading Standards legislation.

Personal:

- Flexible attitude to working hours and practices and adaptable to change.
- Able to move furniture, bags and boxes of stock.

Desirable:

- Experience of working in a charity shop or other retail outlet.
- Experience of working with volunteers.