



JOB DESCRIPTION

Job Title:	Shop Manager
Responsible to:	Head of Retail Chief Executive Officer
Responsible for:	Assistant Manager and Shop Volunteers
Location:	Age UK North Worcestershire
Hours:	To be worked as per contract
Annual leave:	As per contract

General Information:

Age UK North Worcestershire is a local, independent charity supporting older people, their families and carers across North Worcestershire. Our staff and volunteers are dedicated to promoting wellbeing and independence for the over-50s and we pride ourselves in offering a local person-centred service for the North Worcestershire community.

Our Vision - To make North Worcestershire a better place to grow older

Our Mission - Delivering high quality local services and support for the over fifties, promoting independence and wellbeing

Job Purpose and Role:

To ensure the efficient running of one of our Charity Shops, to enable Age UK North Worcestershire to raise funds towards services and support for local older people, by maximising sales and ensuring high standards of presentation and customer service. To ensure that all appropriate standards of security and health and safety are met. To provide a source of inexpensive second-hand clothing for people in the North Worcestershire area, particularly those on limited incomes. All shops will

support the development and promotion of services as an effective gateway for referrals to Age UK North Worcestershire office on request.

Key Responsibilities and Duties:

- 1) Managing the shop on a day-to-day basis, being responsible for all monies, sorting and turnover of stock.
- 2) Ensuring the shops are open six or seven days a week (depending on area) and are adequately staffed, are in a clean, tidy, smell free and pleasant condition and that the premises are secure on leaving. Maintaining staff monthly rotas to ensure shops are open 6 or 7 days per week.
- 3) To conduct a training and Induction programme, including implementing KPI's, for all new and existing employees with follow on evaluation every quarter, to identify further training needs and staff performance. To monitor staff using current KPI's.
- 4) To generate stock donations to meet sales requirements, sort, price and display stock in accordance with Age UK North Worcestershire's guidelines. Determine correct prices of stock in line with shop location and local demographic. Take responsibility for stock control including disposal of unsold donations and take offs.
- 5) Recruitment, training, empowerment and support of volunteers to work in the shops on a regular basis on a weekly rota. Maintain a positive and friendly atmosphere in the shop to encourage potential new volunteers. Encourage an active interest in the shops, and management of all procedures in line with Age UK North Worcestershire's policies and retail working practices.
- 6) Maintaining and updating rotas to ensure volunteers know what their commitments are and that they are not asked to do more than they are able.
- 7) Ensuring the Health and Safety of staff, volunteers and customers at all times. Completing records in line with Age UK North Worcestershire's policies and procedures
- 8) Being responsible for the security of the shops, holding the keys and ensuring that keys are available for the necessary staff if not personally, on duty.
- 9) Working with the team to ensure all sales opportunities are spotted and agreed targets for sales are achieved, to maximise profit. To develop a

programme of themed window displays. To work with the Head of Retail to incorporate other aspects of the charity's work at regular intervals in these displays.

- 10) Conduct quarterly appraisals with the Assistant Manager to ensure ongoing training needs are identified, performance issues are monitored, and good performance is recognised.
- 11) Minimise stock loss through effective management.
- 12) Maximise sales by ensuring only high-quality stock is displayed, that goods are displayed in an attractive and presentable manner and take offs are removed daily.
- 13) To work closely with the Head of Retail to report any incidents or potential incidents and ensure that any problems in the shop are dealt with quickly and efficiently. To ensure that statutory responsibilities are met concerning fire regulations and all Age UK North Worcestershire's policies and procedures are adhered to.
- 14) To work with the Head of Retail to promote and enhance the image of Age UK North Worcestershire.
- 15) To ensure that all queries about Age UK North Worcestershire services are signposted to the main office and information held at the shops is up to date.
- 16) To be responsible for takings and ensuring they are banked daily, with evidence recorded and stored as an audit trail in line with Age UK North Worcestershire's Policies.
- 17) To maximise sales and ensure Ebay targets are achieved by sourcing items weekly to send over to the eBay Hub. Identify items of value (over £15) wrap securely, pack and correctly fill out relevant paperwork.
- 18) To achieve weekly sales targets and control weekly shop expenses through effective cost control aligned to budgets. To recognise and implement ideas and opportunities for additional income.
- 19) Maintain and promote a good relationship with members of the public, local councils, property owners and neighbouring retailers.
- 20) Ensure that all volunteers and staff are trained in line with Gift Aid requirements, maximising every opportunity to engage customers to meet Gift Aid targets.

Personal Specification

Essential

- A positive and enthusiastic attitude
- A good standard of numeracy and literacy
- Flexible attitude adaptable to change
- Experience of managing a diverse group of people
- Able to use own initiative within set parameters
- Commercially aware with an understanding of high street retail
- Good I.T skills and knowledge of Microsoft packages

Desirable

- Experience of working in a charity shop
- Full clean driving licence

OTHER INFORMATION

- Age UK North Worcestershire is committed to equal opportunities, principles and practices
- All staff, in their roles & working collaboratively, will be expected to pursue the aims and objectives of Age UK North Worcestershire set out in the overall strategic plan for the Organisation
- All staff must work within the policies & guidelines adopted by the Organisation (see staff handbook)
- All staff will participate in the supervision & appraisal systems adopted by the Organisation.

THIS JOB DESCRIPTION IS INTENDED AS A SUMMARY OF THE MAIN DUTIES OF THE JOB HOLDER, WHO WILL FROM TIME TO TIME BE REQUIRED TO CARRY OUT OTHER ACTIVITIES NOT SPECIFIED IN THIS DOCUMENT.