

JOB DESCRIPTION

Job Title:	Shop Manager – Higham Ferrers
Reporting to:	Director of Income and Commercial Strategy
Salary:	£13.26 per hour (Band 4)
Place of work:	High Street, Higham Ferrers NN10 8PA
Hours of work:	5 days a week, 37.5hrs per week (working pattern to be confirmed)
Purpose of the role:	To be the person responsible for achieving effective, efficient, and profitable day to day operations, management and control of the two Age UK Northamptonshire Higham Ferrers shops, by maintaining and growing the quality of goods, services and professionalism. To underpin the Age UK Northamptonshire as a centre of its community.
Main tasks and responsibilities:	To ensure the highest standard of customer service and a great customer experience at all times. This includes that donors and donations are treated with respect and with gratitude. To ensure that sales and profit are maximised. To achieve shop targets as directed. To show innovation, flair and creativity with shop layout, merchandising and to keep abreast of trends in charity retail. Support the Director of Income and Commercial Strategy to deliver the Retail strategy and plans. To provide management cover across the Age UK Northamptonshire network of shops as required and directed. To recruit and retain a highly motivated team of staff and volunteers to support your shop. To lead them effectively and positively, ensuring that they are inducted and trained effectively and that they are able to perform effectively in your absence. Maintain the good morale of volunteers, to ensure that good working relationships are maintained and that all volunteers are aware of the important role that they play in promoting Age UK Northamptonshire. To supervise the Deputy Managers and all volunteers, maintain staffing and holiday rotas to ensure that adequate cover is provided at all times, absence is monitored, and administration correctly carried out. To hold regular meetings, communicating effectively information and instructions from Age UK Northamptonshire. To maximise the income from Gift Aid, ensuring that the shop has an efficient and effective system for staff and volunteers asking all customers in an appropriate way and following up in line with good practice. To maintain accurate accounts, records and logs, and to perform any other administrative tasks in connection with the shop. To account for shop takings and other monies, banking, security and petty cash.

	To encourage the best quality of donated goods into the shop ensuring that they are sorted, priced and displayed to the best standards. To develop promotions, special events etc within the charity shop. To maintain high standards of cleanliness and order on the premises and to ensure regular collection of refuse and rags so that stock levels are not excessive. To ensure a safe environment for all who visit, buy from or work at the shop. To hold responsibility for the premises. To ensure that all regulations relating to Health and Safety, Trading Standards, Sale of Goods Act etc are complied with and to maintain good relations with statutory bodies To report any shop building or equipment maintenance problems to the Director of Income and Commercial Strategy as soon as possible and to help address the issues with appropriate guidance using resilience and local networks of support. To encourage local support for Age UK Northamptonshire, working closely with internal and external fundraisers, attending fundraising events as required. To maintain an active awareness of competitor trading initiatives by other organisations and retailers in the shop location. To attend meetings and training sessions as directed by the Director of Income and Commercial Strategy. To undertake other duties or responsibilities, which are commensurate with the post, as required by the Director of Income and Commercial Strategy. The above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of consultation with the post holder.
Qualifications/experience required:	Full Driving Licence. Good general standard of education. Ideally has NVQ Level 2 Retail or Customer Service.
The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The post holder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The post holder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.	

PERSON SPECIFICATION

JOB TITLE	Essential	Desirable
Qualifications/Training		
Full Driving Licence	✓	
Good general standard of education	✓	
NVQ Level 2 Retail or Customer Service		✓
Experience		
An understanding of the retail charity sector	✓	
Commercially aware with a sales or retail background		✓
Health and Safety knowledge		✓
Experience of working with volunteers	✓	
Knowledge of Gift Aid		✓
Skills, Knowledge & Abilities		
Leading, training, and managing a team	✓	
A strong understanding of, and enthusiasm for, high street retail and fashion	✓	
Good understanding of retail business disciplines (including budgeting, customer service, cash handling, stock control, working to financial targets).		✓
Demonstrable ability to motivate, support and build strong relationships with volunteers and staff.		✓
Good communication and interpersonal skills, able to inspire support and action from a diverse range of supporters.	✓	
Exceptional organisational and time management skills	✓	
Computer literate	✓	
Good level of numeracy and literacy	✓	
Able to forward plan, prioritise and organise workload	✓	
Ability to fulfil the administration involved.	✓	
Ability to work unsupervised	✓	
Other requirements		
Energy and enthusiasm to succeed	✓	
Commitment to customer care	✓	
Awareness and appreciation of Equal Opportunities and other relevant legislation in respect to Charity shops		✓
Affinity to older people	✓	
Entrepreneurial and driven by results.		✓