**JOB DESCRIPTION**

**Job Title:** Shop Manager

**Responsible to:** Retail Manager

**Responsible for:**    Volunteers

**Location:**               Milnrow, Rochdale

**Salary:** Salary points 20 to 21

£13,519 to £14,012 actual / £12.38 to £12.83 per hour

**Hours:** 21 hours per week, 7 hours per day, Monday, Thursday and Friday, 9am to 4.30pm - opening hours subject to change

1. **JOB SUMMARY**

The role of the Shop Manager will be to supervise a team of volunteers, work towards a daily target and ensure the smooth day-to-day running of the business.

1. **KEY TASKS AND RESPONSIBILITIES**
   1. Ensure that the shop adheres to the advertised trading hours.
   2. Manage and motivate a team of volunteers to maximise shop opening hours.
   3. Make sure the shop is kept safe, clean and tidy in line with Health & Safety Regulations. Be responsible for the security of the building and holding a set of keys.
   4. Oversee and assist the volunteers in sorting and pricing goods in line with standards and levels set by Age UK Oldham.
   5. Maintain a reasonable level of stock in the shop and the sorting area.
   6. Ensure an attractive display and change regularly.
   7. Work alongside others to recruit volunteers and be responsible for coordinating cover for the shop.
   8. Liaise with Transport Department regarding the delivery of furniture, collection of donated goods and the removal of rags and rubbish.
   9. Be responsible for all shop administration tasks - banking, day sheets, timesheets, volunteer rotas etc.
   10. Be responsible for correct and accurate operation of Cybertill system and related financial and Gift Aid transactions (if applicable).

2.11 Be responsible for maximum recruitment of Gift Aid donors achieving agreed target numbers.

2.12 Inform the Retail Manager of any areas of concern as soon as possible - transport, rotas, health and safety etc.

2.13 To follow the organisation’s Safeguarding policies and procedures and speak with your line manager, or if not appropriate, with one of the people designated as Adult Safeguarding Leads within our organisation, if you have any concerns about a vulnerable adult or child. All staff have a responsibility for the safety and wellbeing of our clients and colleagues.

2.14 To participate in the programme of staff development and attend training courses as necessary.

* 1. To carry out duties in compliance with current Age UK Oldham’s policies, ensuring the provision of equal opportunities.
  2. To ensure that Age UK Oldham’s Health & Safety policies and current Health & Safety legislation are implemented at all times within the shop.
  3. To work in accordance with current Age UK Oldham Quality Management / ISO Systems.

2.18 Such duties as may be required and are consistent with the duties and responsibilities of the post.

**PERSON SPECIFICATION**

Job Title:Shop Manager

Applicants should be able to demonstrate the following:

1. **Essential Criteria**
   1. Committed to customer care and first-class service provision.
   2. Experience of managing others either in a business or voluntary setting.
   3. Proven ability to manage and motivate staff.
   4. Experience of working on own initiative, prioritising work and meeting objectives.
   5. Adaptable, friendly, polite, courteous and caring.
   6. Good communication skills, both verbal and written.
   7. Willing to undertake training.
   8. Able to work flexible hours.
   9. Able to work at various locations in the Borough as required.

3.10 Smart Appearance.

1. **Desirable Criteria**
   1. Experience of retail trade.
   2. Experience of the voluntary sector.
   3. Up-to-date knowledge of retail law and Health & Safety regulations.
   4. Holds a full current driving license.