



Job Title: Shop Manager Wey Hill
Location: 9-11 Junction Place, Wey Hill, GU27 1LE
Band: 4 (£25,000)
Working Hours: Full time (35 hours) with alternate weekends
Reporting to: ASK Charity Retail / CEO

JOB SPECIFICATION

Job Title:	Shop Manager Wey Hill
Department:	Retail
Reports to:	Charity Retail Consultants / CEO
Responsible for:	Assistant Shop Manager and shop volunteers
Location:	9-11 Junction Place, Wey Hill, Haslemere
Job Purpose:	To generate income by managing the shop effectively and commercially, maintaining the high standards set by AUKS. The Shop Manager is part of the Retail team and is expected to contribute to the department's goal of raising revenue to support the work of the charity.
Salary Range:	£25,000 (Band 4)
Benefits:	
Type of role:	Permanent
Full/Part-time/Job Share or Shift:	Full Time, alternate weekends
Job Band:	Band 4
Principle Duties and Responsibilities:	<i>See Shop Manager Job Description</i>



JOB REQUIREMENTS

Education and Training	Essential <ul style="list-style-type: none"> • Basic IT, numeracy and literacy
Work Experience	Essential <ul style="list-style-type: none"> • Working in a fast paced environment • Leading a team to achieve specific goals • Strong commercial understanding • Strong awareness of fashion brands and their associated value • Responsibility for delivering KPI's • Merchandising and display experience • Knowledge of the local community Desirable <ul style="list-style-type: none"> • Coaching and development of staff/volunteers •
Behavioural Skills	Essential <ul style="list-style-type: none"> • Ability to work and think flexibly and independently using initiative • Good organisational skills including ability to plan and work to targets • Positive attitude • Ability to communicate on all levels including the delivery of excellent customer care
Disposition	<ul style="list-style-type: none"> • Commitment to ethos of the voluntary sector • Commitment to equal opportunities • Adaptable and flexible • The job holder must be resilient, compassionate and empathetic to the needs of the senior generation.
Travel:	<p>This role will be based in the shop in Wey Hill with potential to travel to other shops or Head Office for training and support.</p>



SHOP MANAGER JOB DESCRIPTION

Job Location:	9-11 Junction Place, Wey Hill, Haslemere
Responsible to:	Cluster Manager/Charity Retail Consultants
Responsible for:	Managing Assistant Shop Manager and shop volunteers

1. The Department of Retail

Age UK Surrey are launching a Retail chain of 4 shops to help raise income for, and the profile of, the charity's service provision to older people in the local community. ASK Charity Retail are an external consultant who are engaged with Age UK Surrey to advise and assist with the set-up of their new Retail department.

2. Job Purpose

To generate income by managing the shop effectively and commercially, maintaining the high standards set by AUKS. The Shop Manager is part of the Retail team and is expected to contribute to the department's goal of raising revenue to support the work of the charity.

3. Key Challenges

- Acquiring sufficient high-quality items of stock through effective stock generation campaigns
- Time management and delivery of tasks required
- Assisting with recruitment, retention, support and development of volunteers
- Dealing with sudden and ad hoc increases in workload, e.g. a house clearance of 100 bags arrives
- Managing the workload of your team of staff and volunteers in a very busy environment

4. Key Tasks

Income generation

- Acquiring sufficient stock to generate sales and meet weekly targets
- Making commercial decisions regarding shop layout and window displays
- Co-ordinating uplift of stock donations
- Processing clothes, bric-a-brac, etc
- Promoting fundraising and AUKS activities at a local level
- Meet and document all agreed KPI's
- Explore alternative income generation opportunities e.g. ecommerce



Managing people, including the Assistant Shop Manager and volunteers

- Training, supervision and development of the Assistant Shop Manager
- Recruiting, supervising, training and supporting any volunteers and trainees, some of whom may be vulnerable adults or young people
- Organising the staffing of the shop
- Compliance with legislation and regulations
- Compliance with Health & Safety regulations and any other relevant legislation/regulations
- Administration
- Organising handling and daily banking of cash
- Completing required paperwork

Communication

- Work together with other AUKS shop managers to share best practice
- Act as the conduit for the shop in your local community
- Seek out new opportunities for engagement/income generation within the local community
- Communicate with head office and other staff as needed
- Report on weekly/monthly KPI's as necessary

Skills and Experience

- Basic IT, numeracy and literacy
- Working in a fast paced environment
- Leading a team to achieve specific goals
- Coaching and development of staff/volunteers
- Strong commercial understanding
- Strong awareness of fashion brands and their associated value
- Ability to work and think flexibly and independently using initiative
- Good organisational skills including ability to plan and work to targets
- Positive attitude
- Responsibility for delivering KPI's
- Ability to communicate on all levels including the delivery of excellent customer care
- Merchandising and display experience
- Knowledge of the local community

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.