

PERSON SPECIFICATION – RETAIL MANAGER

CRITERIA	ESSENTIAL	DESIRABLE
Education, Training, Experience	<ul style="list-style-type: none"> • English Language and Mathematics to GCSE A-C level or equivalent • Charity Shop Retail Management experience • Previous experience of managing Retail Gift Aid in a charity shop environment • Experience of managing finance and completing financial records • Health & Safety knowledge in retail setting • Willingness to be trained • Ability to work with volunteers 	<ul style="list-style-type: none"> • Health & Safety training attended • Previous experience of managing a Retail Ebay Operation in a charity shop environment • Previous experience of using social media channels to promote sales
Competencies	<ul style="list-style-type: none"> • Be able to work under own initiative and able to manage a team effectively • Ability to plan and organise and to use shop/store space effectively 	<ul style="list-style-type: none"> • Ability to identify and deliver opportunities for growth. • Experience of leading teams through growth and change with proven ability to inspire and motivate individuals and teams.

<p>Skills</p>	<ul style="list-style-type: none"> • Excellent face to face and over the telephone communicator • Excellent IT, oral, written and numerical skills • Effective and efficient manager of people and resources • Ability to manage shop finances and maintain shop records • Ability to efficiently manage EPOS systems including Retail Gift Aid processes. • Problem solving/planning • Understanding of the needs of our customers. • Ability to source new donated stock • Charity shop stock control • Ability to arrange shop stock and present stock attractively 	
<p>Attributes</p>	<ul style="list-style-type: none"> • A strong commitment to the values and mission of Age UK Trafford • Resilience and ability to work under pressure • Able to work flexibly including Saturdays • A willingness and ability to operate in an open, honest and flexible way and at ease with being accountable 	