

JOB DESCRIPTION

Job Title	Retail Manager
Job Summary	We are seeking a dynamic and innovative person to manage one of our 2 Charity Shops. Previous charity shop retail experience in a management capacity is essential, as is the ability to deal with cash management and financial records.
Responsible to	Finance and Personnel Manager
Responsible for	A team of Retail Assistant Managers
Salary	SCP 5 – 7 (£18795 - £19554 pa at Dec 2019)
Hours	35 per week to suit the operational needs of the organisation

Duties and Responsibilities

1. **SALES**

- a) To maximise income through the profitable running of our shops as directed by the Board of Trustees
- b) To ensure that the high standard of service to customers expected by Age UK Trafford is maintained at all times
- c) To ensure stock is priced at an appropriate level in accordance with the guidelines
- d) To actively promote the Retail Gift Aid scheme
- e) To maximise income through the retail ebay operation
- f) To maximise income through social media channels

2. **SHOP APPEARANCE**

- a) To ensure that a high standard of display is maintained both in the window and inside and outside the shops
- b) To ensure that the shops are safe, clean and tidy at all times
- c) To ensure that all merchandise is clearly ticketed and priced
- d) Windows to be dressed attractively and rotated frequently
- e) To give due attention to any defects or maintenance problems and any potential hazards to customers and staff, notifying the Finance and Personnel Manager as necessary

3. **STOCK**

- a) To encourage the public, through local promotions etc. to donate saleable goods and to ensure that adequate stock is available at all times
- b) To ensure that the sales are kept well stocked with merchandise in good, saleable condition
- c) To rotate all stock so that no item remains for longer than the period specified (approx. 2 weeks) and fresh stock is put into the shop as required
- d) To size all clothing, using size cubes if available, where necessary
- e) To arrange disposal/sale or surplus and old stock in appropriate manner
- f) Promote new and high quality items effectively

4. **STOCKROOM and STORE ROOMS**

- a) To ensure that the stockroom and storage rooms are kept clean and tidy and in good order and adhere to good H&S practice

5. **STAFF AND VOLUNTEERS**

- a) To recruit and keep the shop manned with adequate volunteers, including sickness, lunchtime and holiday cover
- b) To secure the co-operation of staff and volunteers to ensure that the shops are efficiently run and that a happy working environment is maintained
- c) To ensure staff and volunteers are adequately trained and are aware of all the relevant Age UK Trafford policies and procedures, e.g. Health and Safety and safeguarding etc

- d) To carry out Line Manager supervision and appraisal for the Retail Assistant Managers
- e) To carry out 'on the job' training
- f) To ensure clear lines of responsibility in their absence
- g) To manage, motivate and support the team to increase sales and ensure efficiency

6. **CUSTOMER CARE**

- a) To provide excellent customer service to all members of the public from the moment they enter the building until the time they leave
- b) Deal sympathetically with and provide information to members of the public, where necessary directing those in need to further sources of help ie Age UK Trafford's Information and Advice service

7. **COMMUNICATION and LIAISON**

- a) To consult and communicate with all staff and volunteers on plans for the shop, any wider developments that occur and cascade all information that is necessary as and when required

8. **ADMINISTRATION**

- a) Deal with all administrative paperwork correctly and promptly
- b) Ensure that shop income is banked every day
- c) To ensure that income figures agree with till receipts at the close of business every day and that the epos system procedures are followed
- d) To ensure that banking figures agree with income and petty cash vouchers every day
- e) To ensure that sales, banking & other agreed KPIs are entered onto the Weekly sheets & submitted to Head Office
- f) Report problems to the Finance and Personnel Manager

9. **SECURITY**

- a) To ensure that all sales are properly recorded and that all money is kept safe and secure
- b) To keep valuable donations in a safe place
- c) To ensure that staff/volunteers do not bring valuables into the shop and that they keep their possessions in a safe locked place
- d) To hold the keys of the shop and make sure that the shop premises are secure
- e) To respond to emergency call outs when required

10. **GENERAL**

- a) To have knowledge of the accident book, first aid box and fire extinguishers and be able to use them in the event of an emergency
- b) To keep the fire exits clear and comply with all regulations regarding the organisation
- c) To have adequate knowledge about Age UK Trafford so that customer, staff and volunteer queries can be answered
- d) To attend Managers' meetings and training sessions as required
- e) To fulfil any additional duties as mutually agreed between him/herself and the Finance and Personnel Manager
- f) To follow all Age UK Trafford policies and procedures as directed
- g) To assist with maximising Age UK Trafford's fundraising and marketing opportunities.
- h) To promote the good name of Age UK Trafford at all times.
- i) Any other duties which are consistent with the duties and responsibilities of the post.

11. **FLEXIBILITY**

- a) To be prepared to work flexibly on occasion outside of normal working hours.
- b) To ensure the shop remains open at the most profitable times of the year
- c) To work as part of a team to provide cover at all our shops in the event of sickness, holiday or other absence