

Job Title	Retail - Shop Manager (SM)
Reports to	Retail Commercial Manager (RCM)
Salary	£26,520 per annum (Retail Band D)
Hours	37.5 (5 out of 7 days) Fully Flexible between 8:55am-5:05pm trading over 7 days.
Location	Great Malvern

Purpose

The Retail - Shop Manager will report directly into the Retail Commercial Manager and lead a team of Retail – Assistant Shop Manager(s) and Volunteers within our retail portfolio. You will manage the day-to-day operations of the store and team ensuring customer excellence. You'll be proactive and motivated and understand the importance of working collaboratively to achieve Retail's strategic direction of travel to increase profitability, grow gift aid contribution and overall financial contribution within your store to support the wider organisation.

You will positively promote Age UK Wyvern within your local community to gain volunteer support & grow Stock Donations.

Commercial and Operational Focus

In conjunction with the Retail Commercial Manager & whole store team

- Ensure commercial decision-making creating window displays and instore merchandising following Merchandising Guidelines available.
- Ensure the store is kept fully stocked following guidelines set by Retail Leadership Team.
- Ensure high levels of customer service are delivered by all store team following the Age UK Wyvern Retail Service Standards.
- Ensure you and the shop team keep the shop floor and back areas clean and tidy following the Weekly cleaning schedule.
- Have a solid understanding and hold on your shops budget/targets and communicate to store team to drive results.
- Use tools provided to report on weekly sales data & KPIs to Retail Leadership Team and in your absence ensure the Assistant Manager is aware of the data to feedback.
- Demonstrate proficiently on the tilling system both front and back of house within store to support meaningful commercial decision making.
- Accept & process all donations following the pricing guidelines & relevant policies. Training and supporting your whole store team in understanding the importance of following this.
- To ensure effective stock control procedures are in place and followed to monitor stock levels and undertake regular stock audits of New Goods.
- Use space to sales data to increase density and volume in your store and effective store layout.
- Ensure you have the right stock package available and promote local opportunities to encourage donations.
- Actively promote Gift Aid within your store to increase contribution and ensure volunteers are knowledgeable on this and its benefits to the wider organisation and inform donors.
- As part of digital transformation, actively use tools available to you and reach out for support if needed.

- Working cross organisationally actively promote fundraising campaigns instore and organise your own instore fundraising activities.

People Interaction

- Actively promote Volunteering opportunities at Age UK Wyvern and manage the recruitment & training of Retail Volunteers through the Volunteer Journey using charity tools provided and support from Volunteer Engagement Manager.
- Ensure you continually prepare 4 weeks' minimum worth of staff & volunteers rotas using relevant tools/platforms, ensuring cover is arranged for all team members annual leave and cost controls in place around payroll spend.
- Ensure all store team demonstrate excellent customer service skills following our Retail Service Standards.
- Recognise that communication is key and regularly check emails and teams chat throughout the day. Ensuring you reply by deadlines given and all communication is delivered to wider store team that may be relevant.
- Ensure you and your store team live the Age UK Wyverns values & behaviours.

Compliance & Risk

- Adhere to all Age UK Wyvern policies and procedures to safeguard on compliance.
- Ensure yourself and your store teams mandatory training including e-learning is completed on time.
- Ensure you follow the Retail Operations Toolkit to aid in consistent Retail best practise.
- To attend & complete all areas of Retail training, eLearning and team meetings as requested.
- Ensure compliance within all Retail Operations following company Policy, Procedures & legal legislation.
- To ensure the stores weekly, monthly, yearly Health & Safety checks are completed and any issues reported straight away using relevant toolkits/platforms to monitor and record.
- Take ownership and escalate any store complaints to Retail Leadership Team.
- Ensure store processes are followed to enable GDPR compliance, flagging breaches as or if they occur.
- Ensure strong awareness and understanding of Safeguarding within Retail.
- To protect brand and reputational risk, ensure that all teams are aware of our customer service policy, Retail Service Standards and are actively delivering exceptional service levels.
- Ensure all daily banking is processed and cash management procedures are followed to reduce risk.

Other Responsibilities

- Be available to travel and work additional hours to cover Annual Leave & Sickness within your store and support other stores.
- Attend all meetings for training/development/networking.
- Support on store fundraising, volunteer recruitment events and opening/closing of new stores.
- To undertake a Disclosure & Barring Service (DBS) Check in line with Age UK Wyvern Policies.
- To undertake any reasonable requests by Retail & Senior Leadership Team to support the operational needs of the business and commensurate with the grading of the post.

Please note

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.

Person Specification

The post holder needs to be able to demonstrate relevant knowledge and experience in the areas detailed below. When completing your application please ensure that you have covered each of the areas in the 'Essential' column and any that apply in the 'Desirable' column, citing examples from your career or private life to illustrate your claims.

	Requirements	Essential	Desirable
Personal Attributes	Good communicator	X	
	Positive and results Driven	X	
	Approachable with good listening skills.	X	
	Conducts themselves' in a professional manner.	X	
	Goodtime keeping strong work ethic	X	
	Inclusive and diverse in their approach	X	
Knowledge, Skills and Experience	Proven customer service skills.	X	
	Genuine interest in Charity retailing/fashion	X	
	Flexible and be able to adapt to change on a daily basis	X	
	Local geographic Knowledge	X	
	Previous retail experience	X	
	Previous Charity Retail Experience		X
	Line management of colleagues	X	

	Volunteer Management		X
	IT and numeracy – Office365/Share point	X	
	Has good understanding of legal and H&S knowledge within a retail/charity environment.	X	
	Ability to use and disseminate information from a tilling system.	X	
	Excellent written and verbal communication skills.	X	
	Excellent organisational skills and the ability to multi task and prioritise.	X	
	Demonstrates a strong commitment towards continued commercial development	X	