

**Enterprises Limited**

**Role Description**

**Our vision:**

**Our mission:**

Is to help people enjoy a better later life

To create a world where everyone can love later life

**Job Title:**

***Shop Manager, College Street Belfast***

**Our values:**

*We are passionate and determined about making later life better*

*We work together as one team believing in the potential of people*

*We set the standard of success for ourselves and others to follow*

*We act with integrity and show pride in everything we do*

**ROLE DESCRIPTION**

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| Job Title: | Shop Manager |
| Department Name: | Commercial  |
| Current Location: | College Street, BelfastMay be required to provide cover in other Age NI shops |
| Type of role  | Permanent  |
| Contractual Status of Role: | 35 hours (5 days) per week (rota Monday – Saturday). Exceptionally there may be a requirement to work on a Sunday.  |
| Salary Scale: | £8.70 per hour (rising to £9.21 on 1 April 2020) |
| Job Title of Line Manager: | Commercial Director  |
| Job Titles and number of any direct reports  | Casual Retail AssistantsVolunteers  |
| Job Purpose: | The Shop Manager will be responsible for the management of staff, volunteers, premises and stock to provide a high quality retail service to achieve financial and performance targets.  |
| Main Responsibilities/ Deliverables: | Reporting to the Commercial Director, the post holder will:* Maximise shop performance and achieve agreed performance targets
* Generate stock donations to meet sales requirements and increase shop sales
* Sort and select appropriate items for sale from donated goods and maintain correct level, quality and rotation of stock in line with Age NI Enterprises merchandising guidelines
* Ensure a high standard of presentation, display and pricing of stock in line with Age NI Enterprises standards
* Move and replenish stock from storage, as required
* Ensure the security of stock on the shop floor and stock room, and report any irregularities to the Commercial Director
* Ensure that shop premises are kept clean and that all statutory responsibilities are met, including Health & Safety and Fire Regulations
* Promote Gift Aid to customers and sign up donors to enhance shop income
* Be the main key holder, responsible ensuring opening and closing of premises for trading hours and responding to emergency call outs
* Travel to other retail units as required to provide cover in another shop or to attend company meetings, events and training
* Undertake any other reasonable duties as appropriate
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| Quantitative Aspects of Role: | * Achieve performance targets as set out by the Commercial Director
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| Experience | * Experience working in a retail environment
* Experience of stock control procedures
* Supervisory experience ideally gained in a retail environment
* Experience of managing volunteers (desirable)
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| Knowledge | * Knowledge of Health & Safety and Fire Regulations
* Working knowledge of Microsoft Office
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| Skills | * Excellent customer service and organisational skills
* Excellent communication skills both written and oral
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| Additional Circumstances: | * Empathy with older people’s issues
* Flexibility, integrity and an understanding of confidentiality
* Adaptable with the ability to react to urgent matters as they arise
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| * Notes: *This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.*
* *In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.*
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