

Job Description

Job Details

Job Title:	Shop Manager	Department:	Retail
Reporting to:	Retail Manager	Location:	Plungington Shop, Preston
Salary:	£19,382 per annum pro rata	Hours:	Part Time (18 hours)

Position Summary

As a self-motivated and well organised individual you will have excellent interpersonal skills and will understand and be inspired by the challenges of charity retailing.

With a proven retail management background in the commercial or charity sector, your management skills will be utilised to achieve budgeted sales targets in order to maximise profits. You will have a genuine desire to motivate and further develop the potential of your staff and volunteer team, ensuring high standards of customer care, merchandising, housekeeping and service are all demonstrated.

Working as part of a fun and committed team for a local charity dedicated to supporting people to live life and age well. Age Concern Central Lancashire has been delivering a range of services, mainly to the elderly, for over 30 years and we continue to support older people to maintain independence and address social isolation through a range of initiatives and schemes.

Main Duties and Responsibilities

- Maximise the income and profits generated by the shop, achieving as a minimum the targets set.
- Control operating costs whilst complying with organisational policies and procedures.
- Manage, train and support the Shop Assistant, whilst identifying areas for development to enable them to perform their roles effectively.
- Actively recruit, train, manage and retain a team of volunteers and other non paid support to assist in the successful and effective running of the shop.
- Maximise donations of stock by the public to sustain shop stocks, applying the organisation's procedures for display, quality, rotation, raggng and transfer between shops as outlined in the Retail Operations Manual and as directed by the Retail Manager.
- Implement agreed marketing strategies for the shop and regularly produce articles for the organisation's website and approved social media pages as directed by the Retail Manager.
- Ensure operational standards of customer service are maintained.
- Support specific retail initiatives and undertake any related training to maximise income generation through trading activities, including but not limited to:
 - Internet training in line with guidance from Retail Manager
 - PAT compliance testing of electrical goods sold through the shops

- The sale of new and use mobility aids and equipment
- Issuing of community equipment on prescription
- External events
- Promotion of advant~age products
- Sale of new goods
- Control, manage and secure bought in stock in line with Kudos operating procedures whilst adhering to limitations set by the Retail Manager in relation to accessing the stock files, pricing and purchasing authority.
- Manage the shops rota to ensure adequate cover at all times.
- Ensure appropriate levels of volunteer, placement and other approved non paid support is in place to ensure that the shop runs effectively and efficiently.
- Ensure a vehicle is available at all times to support the needs of the role.
- Be responsible for the secure management of cash and credit transactions and the secure storage and transfer of monies, adhering to laid down cash and bank procedures.
- Complete daily, weekly and monthly administration tasks as outlined in the retail operations manual ensuring accurate files and storage of data is maintained and all necessary paperwork is forwarded to head office within specified time scales.
- Be responsible for the organisation's equipment protecting it from loss, damage or misuse and by returning unused equipment back to its central store.
- Through the use of available Kudos reports, identify opportunities to improve business in relation to shop sales and layout, making adaptations as required.
- Ensure Trading Standards information is updated and all changes in legislation are communicated within the team as soon as they are identified.
- Ensure compliance and adherence to Trading Standards regulations relating to the sale of safe and appropriate goods.
- Ensure compliance with HMRC regulations in the effective running of the organisation's Gift Aid Scheme in line with data protection regulations.

Additional Information

The post holder will also:

- Work in accordance with all the organisation's policies and procedures.
- Participate and contribute generally to the organisation's activities, attending meetings and conferences as required.
- To safeguard and promote the welfare of vulnerable adults and be familiar with relevant policy and guidance in this area and how it applies to your role.
- To respect confidentiality and ensure all data is processed in a fair and lawful way in line with its purpose and that data is not disclosed in any way incompatible with this purpose or to any unauthorised persons or organisations.
- Ensure that all appropriate standards of health and safety and security are met.
- Identify, assess, record and manage risks in line with the organisation's risk management programme.
- Be responsible for the security of the shop both during and out of opening hours, be a nominated key hold and respond to any emergency call outs.

- Be responsible for all cash, stock and equipment held ensuring all relevant processes are followed to minimise loss, theft and damage.
- Participate in fundraising and promotional events, working with other members of staff and volunteers.
- Perform any other duties that are commensurate with the post and may be specified from time to time by the organisation.
- Be flexible regarding working hours from time to time.
- Adopt a flexible attitude to duties which may be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Criteria for Shop Manager		Essential	Desirable	Method of Assessment
1	Demonstrated experience of management within a retail environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
2	Demonstrated experience of managing a team of people	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
3	Able to demonstrate evidence of an ability to meet sales targets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
4	A proven ability to handle money and keep financial and administrative records in line with organisational policies and procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
5	Demonstrate good communication skills, with the ability to relate to a wide range of people looking to resolve issues with fairness and firmness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
6	Demonstrable strong organisational skills with an ability to respond to conflicting demands on work time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
7	A flair for fashion and the creation of eye catching displays	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
8	A willingness to tackle unpleasant or dirty tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
9	Full driving licence and access to a vehicle for use at work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
10	Demonstrate computer competency as required by the role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
11	Have an ability to identify donated goods of high or collectable value	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application/ Interview
12	Experience of working in the voluntary sector	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application/ Interview