



Job Description

Post Title: LIFE Charity Shop Manager

Responsible to: Retail Development & Operations Manager

Responsible for: Shop Volunteers

Main purposes of the Job:

1. To oversee the daily operation of the shop, in particular maximising sales in the shop.
2. To ensure that the shop layout is attractive.
3. To ensure that health and safety policies are implemented and that customer service is good.
4. To ensure that the volunteers are properly managed and supported.
5. To liaise, on a regular basis, with the Retail Development & Operations Manager and Life head office on the progress of the shop.
6. To ensure that all Life services are promoted properly within the shops and that all activities within the shop are harmonious with Life's mission and values and in the spirit of its equal opportunities policy.

Key Achievement Areas:

Retail:

1. To optimise sales in the shop, including initiating sales promotion, ensuring that the best selling goods get maximum amount of space and implementing an effective pricing strategy.
2. To make sure that the ambience and layout of the shop, as well as the window display are maintained to a high standard.
3. To ensure that there is an effective stock management and that there is a consistent stock rotation within the shop.



4. To maintain the shop equipment in good order. To keep up-to-date with other local charity shops to ensure that the Life charity shop maintains a competitive edge.

Premise and Security:

1. To keep the Retail Development & Operations Manager updated about necessary repairs and maintenance of the shop, agreeing on action plan and costs. The shop manager is responsible for arranging for the work to take place.
2. The main key holder for the shop will be the shop manager and it will be their responsibility to delegate key holding to volunteers in line with Life's Key Holder Policy.
3. To be responsible for the security of the shop takings, including the safe storage of the shop takings. The manager will also be responsible for the recording of all daily, weekly and monthly takings and for safe banking in line with the organisations procedure.
4. The shop manager will make sure that the security procedures are understood and implemented by all staff and volunteers.

Health and Safety:

1. Is responsible for carrying out regular risk assessments according to Life's policy and for ensuring health and safety procedures issued by the charity are understood and implemented by all staff and volunteers.
2. Is responsible for maintaining health and safety records, reporting and recording all serious incidents and injuries to head office in line with Life's policy.
3. To make sure that electrical equipment is properly maintained, in line with legislation.
4. Is responsible for undertaking regular fire drills and ensuring that fire equipment is serviced in line with legislation.

Strategy and Communication:

1. Is responsible for reporting monthly income figures and completing quarterly reports for the Retail Development & Operations Manager on a quarterly basis.
2. Is responsible for updating volunteer details every quarter and to pass on the information to the Volunteer Coordinator.
3. The manager will maintain good contact with the Retail Development & Operations Manager, including suggesting improvements of the operation of Life charity shops.
4. To liaise regularly with other shop managers and assist in mentoring new shop managers as requested.



Managing Volunteers:

1. Responsible for managing and training all shop volunteers in line with the organisations policy.
2. Responsible for overseeing the recruitment of shop volunteers and for ensuring that there is adequate volunteer cover for the shop.

Administration and Finance:

1. Is responsible for carrying out shop administration and ensuring that the gift aiding process runs smoothly, liaising with head office as required.
2. Responsible for monitoring the shop expenditure and that it is in line with the agreed set budget.

Key Personal Contacts:

Internal: Retail Development and Operations Manager, The Fundraising and Corporate Services & Finance Department

External: Local authorities, service suppliers and other external partnership organisations

Special Features of Job:

No job profile can cover every issue which may arise within the post at various times, and the job holder is expected to carry out other duties as requested by the Retail Development and Operations Manager from time to time.

Section Organisation: Operations Department

Prepared by: Vicky O'Brien – June 2015



Person Specification

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Managing Volunteers		
A good manager and motivator of people	✓	
Communicates effectively and openly at all levels.	✓	
Retail		
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows	✓	
Innovation		
Willingness to contribute to the development of services.	✓	
Administration and Networking		
Competent administration and numeracy skills		✓
Good organizational skills, with the ability to plan		✓
Good contacts within the community		✓
Computer literate, with knowledge of MS Office	✓	
Excellent written/oral communication and presentation skills	✓	
Experience/Knowledge/Qualifications		
A good standard of general education	✓	
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	



Personal Qualities	Essential (Tick)	Desirable (Tick)
Committed to the aims and ambitions of the charity	✓	
Approachable and helpful personality.	✓	
Ability to work on own initiative.	✓	
Ability to handle a range of work and meet targets and deadlines	✓	
Negotiation and liaison skills		✓
Flexible approach to working time		✓
Understands the importance of equality for all people whether employees or customers	✓	
Ability to motivate others and work as part of a team	✓	
Ability to work with people at all levels.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	
Trustworthy character	✓	