



## Job Description

**Post Title:** Shop Manager

**Responsible to:** Retail Operations Manager

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**Responsible for:** Assistant Shop Managers and Shop Volunteers

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### Main purposes of the Job:

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1. To lead a team to maximise the shops financial contribution by effective and entrepreneurial management and be responsible for the effective operation of the shop.
2. To ensure that the shop layout is attractive and achieving Sales to Space allocation.
3. To ensure that health and safety policies are implemented and that customer service is exceptional.
4. To ensure that volunteers are recruited, properly managed and supported.
5. To liaise, on a regular basis, with their Manager and Life National Team 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.
7. To travel to training courses and meetings as and when required, these may involve an overnight stay.

### Key Achievement Areas:

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### Optimising Performance:

1. To optimise performance in the shop, by driving Sales and Profit, including initiating sales promotion, ensuring that the best selling goods get maximum amount of space and implementing the Life pricing Policy.

2. To ensure that the shop has enough stock to optimise sales, by driving stock procurement through over the door donations and partnerships in the local community and to ensure there is effective stock management and consistent stock rotation within the shop.
3. To drive gift aid sales by ensuring all potential donors are approached with the option to gift aid and that all associated admin is dealt with as per the company guidelines.
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.
6. To ensure the shop is open during set trading hours at all times.
7. To ensure all waste and unwanted donated goods are disposed of in the most profitable, cost-effective and environmentally-friendly manner.

### **Maintaining effective Stock Management and Merchandising**

1. To supervise and maximise the efficiency of the stock collection systems.
2. To manage and control coding and processing of stock to ensure quality control.
3. To make sure that the ambience and layout of the shop, as well as the window displays are maintained to a high standard and visually merchandised.
4. To manage the handling, sorting, processing and pricing of stock and stock density and rotation in order to achieve optimum resale value.
5. To ensure all products sold in the shop are compliant with Trading Standards.

### **Premise and Security:**

1. To keep the Retail 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 weekly income figures for the Director of Retail on a weekly basis.
2. Is responsible for updating volunteer details every quarter and to pass on the information to the HR Manager.
3. The manager will maintain good contact with their Line 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.
5. To attend mandatory training meetings to drive own personal development and learn new skills.

### **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.
3. To report to their line manager weekly on non- achievement and if external factors are affecting sales.

### **Personal Responsibilities**

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1. The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
2. A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services, including the Operations Team, are aware of and deliver their individual responsibilities.

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## **Safeguarding Children & Vulnerable Adults**

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

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## **Corporate Behaviours**

### **All staff will be expected to:**

Work with the charity's aims and objectives, upholding its vision and mission.  
Demonstrate respect for others and value diversity  
Act responsibly in regards to the health and safety of themselves and others  
Focus on the service user and customer, both internally and externally, at all times  
Make an active contribution to developing the service  
Learn from, and share experience and knowledge  
Keep others informed of issues of importance and relevance  
Consciously review mistakes and successes to improve performance  
Act as an ambassador for the Charity and maintain the highest professional standards at all times  
Use discretion and sensitivity and be aware of issues requiring total customer confidentiality  
Demonstrate a flexible approach to their work.

### **In addition, all managers and supervisors will commit to:**

Value and recognise ideas and the contribution of all team members  
Coach individuals and teams to perform to the best of their ability  
Delegate work to develop individuals in their roles and realise their potential performance  
Provide support, feedback and guidance to all team members  
Encourage their team to achieve work/personal life balance.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be

changed in light of experience and/or organisational requirements, and in consultation with the post holder.

## POST TITLE: SHOP MANAGER

	<b>Person Specification</b>	
Personal skill characteristics	Essential (Tick)	Desirable (Tick)
<b>Managing Volunteers</b>		
A good manager and motivator of people	✓	
Communicates effectively and openly at all levels.	✓	
<b>Retail</b>		
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows	✓	
<b>Innovation</b>		
Willingness to contribute to the development of services.	✓	
<b>Administration and Networking</b>		
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	✓	
<b>Experience/Knowledge/Qualifications</b>		
A good standard of general education	✓	
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	

<b>Personal Qualities</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
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	✓	