



Job Description

Post Title:	Home and Living Shop Manager
Accountable to:	Retail Operations Manager
Contract:	Permanent, Flexible
Responsible for:	Assistant Manager, Shop Volunteers, Van Driver
Salary:	£16,653 p.a for 35hrs

Role Summary

1. To oversee the daily operation of the home and living shop, in particular maximising sales and minimising costs in the shop.
2. Action daily floor walks as per guidelines to ensure high standards are achieved and maintained.
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. Ensuring stock is generated over the door by members of the public and donors sign up to the Gift Aid scheme.
6. To liaise, on a regular basis, with their Manager and Life head office on the progress of the shop.
7. 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

Sales:

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 room settings and 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, in line with our stock policies.
4. To drive online sales by overseeing the sale of furniture through our online accounts.
5. To drive and maintain sales from bought in goods by effective stock management, visual merchandising and identification of New Goods.
6. To achieve Gift Aid targets set by effectively signing up donors and ensuring the Gift Aid process is followed from start to finish.
7. 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.
8. To drive sales through overseeing upcycling of donated furniture.

Shop Appearance:

1. Maintain a high standard of presentation, both in the windows and the interior of the store.
2. Ensure the sales floor layout is as per the current Sales Analysis guidelines in conjunction with the Retail Operations Manager.
3. Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the Store including the sales floor and stockroom areas.

Stock:

1. Actively encourage the public to donate saleable stock through networking in the local area.
2. Achieve the required Gift Aid (GA) conversion rates and to manage the GA process.
3. Ensure there is adequate flow of stock from stockroom to the shop floor (productivity).
4. The role will demand moving sometimes high volumes, bulky stock on a daily basis.
5. Select and price stock at a consistent level in accordance with Life's price guides.
6. Rotate stock so that no items of stock remain on the shop floor for any longer than the agreed time limits.
7. Set up relationships with local avenues to dispose of stock and receive the most income possible for the stock.

8. Comply with all instructions regarding the sale and auditing of new goods.

Staff:

1. Provide training, development, work reviews and appraisals for paid staff to enable them to perform their jobs efficiently and effectively.
2. Organise a rota to ensure the Store runs effectively and the sales floor and sort room tasks are allocated.
3. Organise routes and daily tasks through the furniture software for the Van Driver.
4. Create an organised and pleasant working environment for staff and volunteers.
5. Inform the Store team of business communications, promotions and information relating to Life.
6. Ensure that all staff/volunteers comply with Life's policies, procedures and specific Retail protocols.
7. Actively recruit the correct/specified number volunteers to deliver the stores objectives and KPIs.
8. Provide training so they are able to perform their jobs efficiently and effectively.

Administration 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. Ensure all financial cash handling and security procedures are adhered to as per the Life Policies and procedures.
4. The shop manager will make sure that the security procedures are understood and implemented by all staff and volunteers.
5. Ensure all relevant administration is completed on time and according to the Life's Manager's Manual.
6. Bank daily according to Life's policy.
7. Hold the shop keys, ensuring that the shop is secure whenever it is left unattended.
8. Notify the local police and your line Manager in the event of a break in, shop lifting or security incident.
9. Ensure all staff/volunteers lock all purses and valuables in a locker.

Health and Safety:

1. Provide a safe environment that protects all staff/volunteers, and the public.
2. Comply with all Health and Safety (H&S) regulations as per Life's H&S Policy.
3. Report any maintenance or Health and Safety issues in the shop to the Retail Operations Manager.
4. Is responsible for carrying out regular risk assessments according to Life's policy
5. Is responsible for ensuring safety checklists are completed for all donated furniture items.
6. 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.
7. To make sure that electrical equipment is properly maintained, in line with legislation.
8. Is responsible for undertaking regular fire drills and ensuring that fire equipment is serviced in line with legislation.

NB: This role involves continuous manual handling of stock, in volume on a daily basis. It will require a reasonable level of fitness and exertion, including carrying stock up and down stairs on a regular basis.

Strategy and Communication:

1. Is responsible for reporting weekly income figures and reading and understanding management accounts.
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.

Personal Responsibilities

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.

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.

Corporate Behaviours

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision, mission and values
- Demonstrate respect for others and value diversity
- Act responsibly in regard 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.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you

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: HOME & LIVING SHOP MANAGER

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	✓	