



## Job Description

<b>Title:</b>	Donation Centre Shop Manager
<b>Accountable to:</b>	Regional Retail Manager
<b>Responsible for:</b>	Retail operations within Breaston
<b>Location:</b>	Breaston
<b>Contract Type:</b>	Permanent
<b>Working Hours:</b>	Full Time – 35hrs per week
<b>Benefits:</b>	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements, Access to an Employee benefits platform

### Main purposes of the job:

- Optimise sales and costs in line with benchmarks as defined by the market place
- Regularly review and improve profit through an understanding of market and people trends, through implementing best practice
- Manage to deliver profit & loss in shop as per company budget
- Oversee clothing banks around shop region to procure stock
- Set up door to door collection with third party organisation (paying by weight returned)
- Infrastructure must be fit for purpose, processing correct stock
- Seeing the deliveries meet the need of the business at all times
- Gain rag income to cover sortation costs
- Create sorting to a high standard understanding high street needs in all areas
- Work within shop structure to gain clothing boxes so all stores have three to collect weekly from
- To ensure that the company business strategy is fully implemented in the centre by both the shop and sortation team
- Take responsibility for all stock and cash in shop at all times
- Develop staff and volunteers to high standard of competence and customer service in all the shops through the correct policy and procedures
- To actively support and contribute to Life projects and initiatives across the company

### Key achievement areas:

- 1) Agree, implement and monitor progress against agreed Key Performing Indicators and ensure appropriate action is taken where required
- 2) Manage line with agreed profiles
- 3) Recruit, maintain and train a regular bank of volunteer's to cover the operational needs of donation site as per company targets
- 4) Actively promote Gift Aid
- 5) Regularly review shop teams and implement best practice
- 6) Maintain shop standards in line with company guidelines

- 7) Create the conditions for the shop teams to be motivated, committed and high performing
- 8) Represent the Donation Centre externally, taking responsibility for protecting the public image as well as company interest
- 9) Provide clear leadership on the need for and delivery of change
- 10) Continually ensure that personal behaviour reflects the values of the company
- 11) Undertake any reasonable task as directed by the line manager
- 12) To ensure that the shop layout is attractive within Furniture and clothing store
- 13) To ensure Driver /Driver Assistant use correct furniture procedures and are supported and mentored
- 14) To ensure all Clothing Banks are maintained and emptied regularly to business guidelines
- 15) To deal with fly tipping
- 16) To ensure that all Life services are promoted properly within the Donation Centre and that all activities within the Centre are harmonious with Life's mission and values and in the spirit of its equal opportunities policy
- 17) To keep Line Manager updated about necessary repairs and maintenance of the shop, agreeing on action plan and costs
- 18) To be a main keyholder for the shop and take responsibility to delegate key holding to volunteers in line with Life's Key Holder Policy
- 19) To be responsible for the security of the shop takings, including the safe storage of the shop takings. Will also be responsible for the recording of all daily, weekly and monthly takings and for safe banking in line with the organisation's procedure.
- 20) To make sure that the security procedures are understood and implemented by all staff and volunteers.
- 21) 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.
- 22) Responsible for maintaining health and safety records, reporting and recording all serious incidents and injuries to head office in line with Life's policy
- 23) To make sure that electrical equipment is properly maintained, in line with legislation
- 24) Responsible for undertaking regular fire drills and ensuring that fire equipment is serviced in line with legislation
- 25) Is responsible for reporting weekly income figures for the Head Of retail on a weekly basis
- 26) Responsible for updating volunteer details every quarter and to pass on the information to the HR Department.

### **Key Performance areas**

- 1) Achieve financial budgets
- 2) Develop and motivate team performance and managing through performance review
- 3) Partnerships with other corporate businesses to donate throughout the year
- 4) Work with voluntary/statutory agencies, funders and the Charity Retail Association in order to further our mission and life values
- 5) Achieve high level customer service by observing Life Values
- 6) Create condition for continued business change

### **Safeguarding Children & Adults at Risk of Harm:**

- 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 adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements of all employees as 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 seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

### **Personal responsibilities:**

- 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.
- 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 are aware of and deliver their individual responsibilities

### **Corporate behaviours:**

#### **All staff are expected to:**

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop 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 always maintain professional standards
- 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 be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and 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 consultation with the post holder.

**Post title: Donation Centre Shop Manager**

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
<b>Strategic Ability / Innovation</b>		
Willingness to contribute to the development of services.	✓	
Experience in delivering results.	✓	
Experience in formulating and implementing operation plans and delivering results		✓
<b>Experience / Knowledge / Qualifications</b>		
Proven experience of working within a charity in a similar role		✓
Knowledge and understanding of performance-based management in a customer focused service organisation.	✓	
A good level of IT, literacy and numeracy.	✓	
Management Qualification		✓
<b>Business Management / Service Delivery</b>		
Experience of developing and managing demanding performance standards that will enable the achievement of the charities' business plans	✓	
Extensive knowledge and understanding of Retail operations and distribution within a charity.		✓
<b>Communication</b>		
Communicates effectively and openly at all levels	✓	
Excellent verbal and written communication skills	✓	
Experience of communicating effectively with customers to identify their needs, preferences and demands	✓	
<b>Personal</b>		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
Dynamic personality with a high degree of personal drive	✓	

**Internal Use Only**

Approved By: Jayne Sargeant

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