



Job Description

Title:	Shop Manager
Accountable to:	Regional Retail Manager
Responsible for:	Assistant Shop Manager, Shop Assistant, Volunteers
Location:	Various
Contract Type:	Permanent
Working Hours:	Various
Benefits:	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements, Access to an Employee benefits platform

Main purposes of the job:

- To oversee the daily smooth operation and running of the shop, including maximising sales and budget management.
- To ensure that the shop layout is attractive, presentable and fit for purpose and area.
- To ensure that health and safety policies are effectively implemented and adhered to by all personnel at all times.
- To ensure that customer service is to a high standard inline with Life's policies.
- To ensure that Assistant Shop Managers, Sales Assistant and Volunteers are properly supported and mentored to complete their role.
- To liaise, on a regular basis, with their direct Line Manager and Senior Retail Management Team on the progress of the shop.
- 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 displays are maintained to a high standard and visually merchandised.
- 3) 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.

- 4) 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.
- 5) To maintain all shop equipment in good working order.
- 6) 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 Head of Retail and their Line Manager updated about necessary repairs and maintenance of the shop, agreeing on action plan and costs. The Shop Manager is responsible for arranging quotations and 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 Shop Manager 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.
- 4) To make sure that the security procedures are understood and implemented by all staff and volunteers.

Health and Safety:

- 1) 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) 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) Responsible for undertaking regular fire drills and ensuring that fire equipment is serviced in line with legislation.

Strategy and Communication:

- 1) Responsible for reporting weekly income figures for the on a weekly basis to the Senior Retail Management Team
- 2) Responsible for updating volunteer details and to pass on the information to the HR Department.
- 3) Maintain good contact with their Line Manager, including suggesting improvements of the operation of Life shops.
- 4) To liaise regularly with other Shop Managers and assist in mentoring new staff 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) 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.

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 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 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: Shop Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Strategic Ability / Innovation		
Willingness to contribute to the development of services.	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity		✓
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows	✓	
A good manager and motivator of people	✓	
Computer literate, with knowledge of MS Office	✓	
Competent administration and numeracy skills	✓	
Good organisational skills, with the ability to plan	✓	
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	
Communication		
Communicates effectively and openly at all levels.	✓	
Good contacts within the community		✓
Good written/oral communication and presentation skills	✓	
Personal		
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	✓	
Negotiation and liaison skills		✓
Flexible approach to working time	✓	

Understands the importance of equality for all people whether employees or customers	✓	
Trustworthy character	✓	

Internal Use Only

Approved By: Jayne Sargeant

Issue No: 6

Approved Date: 25/08/2020

Review Date: 25/08/2021