

## Role Profile



<b>Job Title</b>	Community Shop Manager	<b>Department</b>	Retail
<b>Reports to Manager</b>	Income Generation Manager	<b>Job Type</b>	Fundraising & Income Generation
<b>Salary/Hours</b>	£16,380 35 hours per week	<b>Grade</b>	Management
<b>Purpose:</b> To run a community shop, increasing income, management of the volunteer team and community engagement activity. To encourage repeat custom and donors through exception customer service & product offer.			

Responsibilities	Performance Measures	Values & Competencies
<ul style="list-style-type: none"> <li>• Sorting, preparing and pricing stock for sale in the shop &amp; online</li> <li>• Visual Merchandising &amp; Display of Stock</li> <li>• Customer &amp; Donor Care</li> <li>• Volunteer management, including: recruitment, development &amp; training</li> <li>• Health &amp; Safety, Manual Handling, First Aid and Fire Safety adherence</li> <li>• Cash handling, banking and investigation of discrepancies.</li> <li>• Gift Aid compliance &amp; maximisation</li> <li>• Creative and innovative donation generation</li> <li>• Management of shop house keeping</li> <li>• Lead strategic planning of the shops activities</li> <li>• Being involved in community engagement activity (event &amp; promotions)</li> <li>• Daily, weekly, monthly reports and paperwork</li> <li>• Till operation &amp; servicing customers</li> <li>• Delegation of daily work load to the volunteer team</li> <li>• Working towards an ambitious target and clear KPIs</li> <li>• Increasing income overall &amp; sharing best practice</li> <li>• Working with the Income Generation Manager to find new revenue streams locally &amp; increasing footfall in the shop through new demographics of customer &amp; donor.</li> <li>• Any other relevant duties requested by the SMT</li> </ul>	<ul style="list-style-type: none"> <li>• Income Targets</li> <li>• Non-Financial KPI's</li> <li>• Volunteer Hours</li> <li>• Stock Generation</li> <li>• Customer Satisfaction</li> <li>• Health &amp; Safety</li> <li>• Gift Aid</li> <li>• Community Events</li> </ul>	<ul style="list-style-type: none"> <li>• Logic &amp; Empathy</li> <li>• Working Together</li> <li>• Passion with Resolution</li> <li>• Strategic Thinking</li> <li>• Community Focused</li> <li>• Commercially Aware</li> <li>• Diverse Leadership</li> <li>• Building Lasting Relationships</li> </ul>
	Dimensions & Stake Holders	Role Specific Knowledge & Skills
	<ul style="list-style-type: none"> <li>• Volunteers</li> <li>• Shelter Staff</li> <li>• Shop Staff</li> <li>• Customers</li> <li>• Senior Management</li> <li>• Trustees</li> <li>• Donors</li> <li>• Local Community</li> <li>• Partners</li> </ul>	<ul style="list-style-type: none"> <li>• Strong, Consistent Management</li> <li>• Ability to Adapt</li> <li>• Delegation</li> <li>• Recruitment &amp; Retention of Volunteers</li> <li>• Strategic Thinker</li> <li>• Ability to generate income &amp; work to targets.</li> </ul>

## Person Specification



<b>Job Title</b>	Community Shop Manager	<b>Department</b>	Retail
<b>Reports to Manager</b>	Income Generation Manager	<b>Job Type</b>	Fundraising & Income Generation
<b>Date</b>	19.05.18	<b>Grade</b>	Management
<b>Essential Skills, Expertise &amp; Experience</b>		<b>Essential Skills, Expertise &amp; Experience Continued...</b>	
<ul style="list-style-type: none"> <li>• Demonstrable analytical thinker with an understanding of retail</li> <li>• Health &amp; Safety knowledge with in a retail environment</li> <li>• Customer Service focused</li> <li>• Numerate – able to interpret budget information</li> <li>• Literate – able communicate effectively at all levels in writing</li> <li>• Confident communicator even when the message is difficult</li> <li>• Excellent time management skills</li> <li>• Organised and methodical approach to back office practices</li> <li>• A strong team player who is also able to lead effectively</li> <li>• Management of small teams (preferably volunteer management)</li> <li>• A positive proactive attitude (especially in times of change)</li> <li>• Innovative, calculated risk taker</li> <li>• Creative approach to income generation within a retail environment</li> <li>• Willing to learn and develop within (and outside) of the role</li> <li>• Team focused, works well with others but can work alone</li> <li>• Understanding of the worth of an item for resale</li> <li>• Able to take direction but challenge appropriately when needed</li> <li>• Recruitment experience (including volunteer recruitment)</li> <li>• Personable but strong manager that gets the best from their team</li> <li>• IT literate &amp; knowledge social media platforms.</li> </ul>		<ul style="list-style-type: none"> <li>• A good listener that acts on what they have heard in a positive, effective way.</li> <li>• Always willing to play a larger part in the charity than the role they are in.</li> <li>• Understanding of charity stock sorting, pricing and culling systems</li> <li>• Impeccable housekeeping skills</li> <li>• Willingness to take part in mandatory and suggested training to benefit the charity and their self within their role.</li> <li>• Community engagement minded with a passion to bring in new business to the charity through events &amp; educational activities.</li> <li>• Cash handling experience</li> <li>• Charity retail experience at a supervisory level</li> <li>• Always works within the organisations values and breeds dedication and loyalty within the team they manage</li> <li>• Fosters a “can-do” attitude to change &amp; development of staff</li> <li>• 2 years charity retail management experience</li> </ul>	
		<b>Desirable Skills, Expertise &amp; Experience</b>	
		<ul style="list-style-type: none"> <li>• Full, clean driving license</li> <li>• Worked with trustees and volunteers at a management level</li> <li>• Fundraising experience</li> <li>• Managed small/medium projects or events</li> </ul>	

