

JOB DESCRIPTION

JOB TITLE:	Shop Manager
BASE:	Old Swan, Liverpool
SALARY:	£22,065 Full time – 37.5 hours pw
REPORTING TO:	Retail Manager

Alder Hey Children's Hospital is the busiest children's hospital in the UK caring for over 330,000 young patients every year. Alder Hey is a Centre of Excellence for children with cancer, heart, spinal and brain disease and a National Centre for head and facial surgery, we are one of only four centres nationally to provide epilepsy surgery and one of two accredited major trauma units for children in the North West.

Alder Hey Children's Charity raises funds to support the pioneering work at our brand new hospital, Alder Hey in the Park, and aims to improve the quality of life for not only the young people we see each year, but through innovations and research into childhood diseases, the quality of life for children across the world.

Overall purpose of the role:

Due to the promotion of our Shop Manager we are looking for an experienced, ambitious Charity Shop Manager to join our successful Charity team to manage our charity shop in Old Swan.

The Shop Manager will be an integral part of the wider Charity team.

Main duties and responsibilities:

Income generation

- Maximise sales and profits ensuring weekly targets are met
- Maintain an appropriate income/expense budget in collaboration with relevant Charity staff
- Seek, utilise and analyse management information including EPOS data to manage shop performance, seizing opportunities for improvement
- Manage the team to maximise income from Gift Aid on donated products
- Work with the wider Charity team to promote and support fundraising activities and events

Staffing and volunteers

- Line management of Assistant Shop Manager and team of volunteers
- Recruit manage and retain a diverse team of volunteers, utilise their skill sets and motivate them to deliver great customer service and perform tasks in-line with charity standards

- Maximise the shop’s opening hours and ensure the shop is open and managed by the shop team in the managers absence
- Provide and support ongoing training and development
- To work and treat staff and stakeholders in accordance with the Charity’s values

Health & Safety

- Ensure the shop adheres to Retail Health and Safety regulations
- Ensure the Health and Safety of staff, volunteers and customers
- Ensure staff and volunteers are training in manual handling

Stock Control

- Ensure continuous, sufficient levels of high quality stock
- Be responsible for deliveries and stock controls
- Ensure stock is appropriate to the business and priced accordingly
- Maintain a rigorous process of stock rotation, ensuring rotation within expiry dates

Customer Service

- Set high standards of cleanliness, display and merchandising.
- Ensure the Health and Safety of your team and customers.
- Establish quality standards, consumer safety and ensuring continuity.
- Represent a good quality of products, being responsible for sourcing sufficient levels of donated stock in collaboration with the wider Retail team.
- Play a key role in enabling the shop to represent the Charity’s values

PERSON SPECIFICATION

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of managing staff teams in the Charity Retail sector. • Knowledge of Gift Aid procedures and EPOS systems • Knowledge of Health & Safety within the Retail sector. • Budget Management experience. • Experience of managing volunteers 	<ul style="list-style-type: none"> • Experience of being part of a Management team in a Charity shop.
Skills	<ul style="list-style-type: none"> • A good standard of numeracy and literacy. • Cash handling experience. • Ability to communicate 	<ul style="list-style-type: none"> • Ability to delegate. • Ability to solve problems.

	<p>effectively across a multi-site organisation.</p> <ul style="list-style-type: none"> • Strong organisational skills. • Pro-active team member. • Enthusiastic and have the ability to motivate a team. • Excellent customer service skills. • Ability to train, mentor and coach staff and volunteers. • A good understanding of financial management • IT literate in industry standard systems including Office, email and the internet 	<ul style="list-style-type: none"> • Ability to make decisions.
Other	<ul style="list-style-type: none"> • Have the ability to be standing/walking around for most of the day • Have the ability to lift and move heavy items • Must hold a full clean driving licence Ability to manage time with conflicting priorities. • Open, adaptable, honest and reliable • Flexible approach to meet the demands of the Charity. • Commitment to the cause of the Charity 	<ul style="list-style-type: none"> • Ability to build and develop a successful team. • Be a 'hands on' leader.

Our Values

Here at Alder Hey Children's Charity, our values guide the way in which we work. By being courageous, working together, being passionate about our work, and making sure that we are creative in what we do, helps us to deliver the support necessary so that our Hospital can continue to deliver the very best care for our young patients and their families. Our values are:

Courage: we try new things and take risks to innovate and drive forward new ideas. We have the courage to speak up and take a stance. We are accountable, responsive and responsible. We are unstoppable.

Together: we work together as one team, sharing our knowledge and learning. We work in partnership with patients, families, supporters and colleagues. We are respectful, celebrate diversity and empower each other to achieve our aims.

Passion: we are passionate about what we do and why we do it. We work together to share and grow. We inspire others.

Magical: we are fun, creative and child led. We create special moments, provide little extras and go further for our brave young patients.

Alder Hey Children's Charity will make every endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability. Alder Hey Children's Charity is committed to equal opportunities and positively welcomes applications from all sections of the community. Alder Hey Children's Charity is committed to safeguarding children and vulnerable adults.

The post holder may be required to complete an enhanced DBS disclosure check.