



Job Description

Job Title:	Shop Manager
Responsible to:	Line Manager
Directly Managing:	Deputy Manager (where applicable), Volunteers & Stock Collectors
Hours of Work:	40 hours per week, 9.00am - 5.30pm Mon-Sat with 1 day off
Salary:	£22, 183
Annual Leave:	Pro rata to 31 days per year plus bank holidays

Purpose of the Job

The Shop Manager will lead the team to maximise the shop(s) financial contribution to BSWA by effective and entrepreneurial management and be responsible for the effective operation of the shop(s) with responsibility for:

1. Recruiting, training, managing and developing a volunteer team working within BSWA values
2. Optimising sales across all departments.
3. Achieving set targets
4. Provide excellent customer service to both customers and donors
5. Maintaining effective stock management and merchandising.
6. Carrying out shop(s) administration, including Gift Aid administration.
7. Taking necessary action to repair and maintain the premises and to take all reasonable steps to protect BSWA property from theft, damage or fire.
8. Training and ensuring team adherence to all health and safety policy and procedures.
9. To assist your Line Manager as required in area wide initiatives, for example new shop openings.

Tasks & Responsibilities:

Strategic Role As Shop Manager

1. To take day to day responsibility for managing the BSWA shop(s).
2. To brief your Line Manager at regular agreed intervals (and immediately if urgent) on progress in your shop including sales and agreed KPIs.
3. To propose action to her for improvements in operations and to carry these out once agreed with line manager.
4. To maintain an awareness of developments in local shops, especially in the charity/low cost sector, updating your Line Manager as required

5. To maintain an awareness of and to promote amongst volunteers, customers and donors the work of BSWA and relevant local or national issues through press, media and local views.
6. To manage the whole process of claiming gift aid on donated stock sales
7. To provide cover from time to time in other stores, as required. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.

Optimising Sales

1. To ensure the shop meets sales targets set by your Line Manager.
2. To ensure the shop is open during set trading hours at all times.
3. To initiate, develop and to manage relevant marketing campaigns and sales promotions to increase sales and stock donations.
4. To ensure that all waste and unwanted donated goods are disposed of in the most profitable, cost-effective and environmentally-friendly manner.
5. To maximise the sales potential of new and seasonal goods.

Maintaining Effective Stock Management & Merchandising

1. To supervise and maximise the efficiency of the stock collection systems.
2. To manage and control coding and processing of stock and to ensure quality control.
3. To ensure display of merchandising and window dressing is to a high
4. standard.
5. To manage the handling, sorting, processing and pricing of stock and stock density and rotation in order to achieve best resale value.
6. To organise the effective ordering and use of shop consumables.
7. Ensure all products sold in the shop are compliant with Trading Standards guidance.

Staff Management & Training

1. To take day to day responsibility for recruiting volunteers from across the community, then managing, supervising and delegating work to staff and volunteers. To provide formal appraisal where relevant.
2. To lead and develop the staff/volunteer team, encouraging effective communication, setting objectives, initiating work-plans, fostering a positive team spirit through team meetings.
3. To work in partnership with training agencies, offering vocational training and apprenticeships where appropriate.
4. To attend training as required and liaise with/attend team meetings and BSWA events as appropriate.

Administration

1. To maintain and make agreed improvements to a shop manual, and to ensure the shop team is trained in and adheres to all aspects of the manual.
2. To complete daily and weekly sales returns and brief your Line Manager as required.
3. To ensure shop costs do not exceed agreed budget.
4. To train team in compliance with till and banking procedures, including financial procedures.

5. To take action to ensure the shop is adequately staffed, setting and maintaining staff rotas.

Premises Management

1. To ensure shop housekeeping is to a consistently high standard of hygiene, cleanliness and appearance.
2. To take day to day responsibility for ensuring shop exterior and interior is to a high standard, including shop displays.
3. To ensure all shop equipment is kept in good working order.
4. To inform your Line Manager of necessary repairs and maintenance, agree action plan and costs with her and organise for work to take place using authorised contractors.

Security, Health and Safety

1. To ensure the security of shop takings.
2. To ensure the shop complies with PCI DSS security standards for sensitive data.
3. To provide best circumstances for the personal security of staff and volunteers.
4. To ensure that security procedures are understood and implemented by all staff and volunteers.
5. To act as main key-holder and delegate key-holding to other staff or volunteers within procedural guidelines.
6. To apply company Health & Safety regulations in accordance with the shop manual by:
 - Maintaining Health & Safety records
 - Undertaking required fire drills.
 - Ensuring Fire Equipment is correctly sited and serviced.
 - Ensuring electrical equipment is properly maintained.
 - Implementing risk assessment procedures as stated in the shop manual.
 - To ensure the shop team understand and implement health and safety procedures.

General

1. To carry out these tasks and responsibilities with an understanding of and commitment to the values and principles of BSWA.
2. To ensure that all activities are carried out within the requirements and the spirit of Equal Opportunities Legislation and BSWA policies and procedures.
3. To use new technology as required.
4. To do all within your powers to keep company property secure and in good working order.
5. To carry out any additional duties within the spirit of the post as required by your Line Manager.

This role profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post holder and employer

Birmingham & Solihull Women's Aid

Post: Shop Manager

Person Specification

Commitment and Understanding	Form	Interview	Test
Commitment to services for women and children affected by domestic violence.	X	X	
Commitment to work within BSWA ethos, policies and procedures.	X	X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic violence and its implications for women and children.	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs.		X	

Experience	Form	Interview	Test
Experience of dealing with the public	X	X	
Experience of keeping records	X	X	
Experience of working in a fast paced customer facing environment	X	X	
Experience of organising or managing the work of other people, including volunteers	X	X	
Experience of using sales/space analysis, planning and monitoring budgets, managing financial controls in a retail environment	X	X	
Experience of working in retail	X	X	
Experience or talent for making creative and attractive displays	X	X	

Skills	Form	Interview	Test
Able to manage own workload, on own initiative and be self-motivated		X	
Ability to lead, recruit, train, develop and motivate shop teams to meet business objectives	X	X	
Ability to communicate BSWA's purpose effectively to staff, volunteers, and the public		X	
Good administrative skills, including I.T. competence to Microsoft office level or equivalent	X		
Good communication and problem solving skills	X	X	
Commercial awareness, including understanding of need to achieve and maintain income and profit targets	X	X	
Able to create shop policies and procedures (shop manual)		X	
Ability to maintain an environment that is safe from hazards and complies with health and safety legislation and BSWA procedures	X		X
Knowledge of how to set up and apply stock taking procedures	X	X	
Able to manage the lifting of heavy bags and boxes of donated items.			
Punctual, great people skills, adaptable and friendly		X	

Desirable	Form	Interview	Test
A current full driving license	X		