



Job description

Post:	Shop Manager / Shop Manager Furniture		
Department:	Retail		
Reports to:	Area Manager		
<p>This post involves co-ordinating all retail activity in a busy shop and includes leading a team of volunteers. The post holder will be fully accountable for shop profits and increasing income, and must maintain high standards of presentation and good working practices.</p>			
Signature:		Date:	

Our values and behaviours

Our Values are summarised by the acronym **I CARE**. They support our vision, mission and culture, reflecting who we are together and as individuals.

I CARE	
Integrity	<ul style="list-style-type: none"> We are honest and open We are trustworthy and authentic in our dealings with others We always try to do the right thing
Compassion	<ul style="list-style-type: none"> We are kind, supportive and caring We have empathy and listen to those around us We are warm and positive in our interactions
Accountability	<ul style="list-style-type: none"> We work together to make the Hospice's vision a reality We take responsibility for our work, performance and behavior We acknowledge and learn from our mistakes
Respect	<ul style="list-style-type: none"> We are inclusive, we value difference and work together effectively We are sensitive to the thoughts, feelings and opinions of others We treat everybody with dignity
Excellence	<ul style="list-style-type: none"> We aim to be our best We are forward-thinking and open to change We share our skills, expertise and learning, striving for excellence together

1. Key responsibilities

- 1.1.To meet or exceed shop income targets by maximising daily takings and gift aid through good retail practice and high standards of customer service.
- 1.2.To implement and maintain high standards of in-store merchandising, window display and promotions.
- 1.3.To implement and maintain quality control procedures and standards of stock preparation and presentation in line with set guidelines.
- 1.4.To implement and maintain procedures for controlling and sorting all donated stock for display and sale. To remove old stock from sale at set intervals ensuring that the range and selection of merchandise changes in line with set procedures.
- 1.5.To co-ordinate, display and price furniture and other related goods that arrive in the shop following set guidelines.
- 1.6.To maintain systems to pass good culled stock from one shop to another for second selling opportunities.
- 1.7.To implement and maintain a pricing structure across all departments in line with set procedures.
- 1.8.To ensure the EPOS system is used effectively to achieve tilling standards and improve data capture, stock control and sales analysis to maximise shop profitability.
- 1.9.To maintain set standards for cash handling, banking and security.
- 1.10. To engage with, support and promote hospice marketing and fund raising initiatives including the sale of lottery tickets
- 1.11. To set up and implement a shop training plan for volunteers using the retail training model and to train and coach new staff.
- 1.12. To support and motivate volunteer teams in all aspects of retail development including customer care by maintaining good communication and coordinating their activities and priorities.
- 1.13. To take responsibility for the shop staff volunteer rota and actively promote recruitment of new volunteers.
- 1.14. To monitor, respond to and report back on competitor activity.
- 1.15. To attend and participate in meetings and training sessions as required.
- 1.16. To maintain agreed standards for Health and Safety.
- 1.17. To help maintain housekeeping standards and overall security of shop premises.
- 1.18. To travel to nearby shops to provide cover if required.
- 1.19. To undertake any other such duties or general tasks and hours of work as may reasonably be required and to work in other locations within the Hospice.
- 1.20. Lead by example, exemplifying the Hospice values and behaviours – Integrity, Compassion, Accountability, Respect, Excellence

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demands.

Personal specification

Post: Shop Manager

Department: Retail

Qualifications and Training

- Up to GCSE standard or equivalent
- Management training
- Retail skills training
- Recognised training in charity or voluntary sector

Work background and experience

- Proven track record in a retail environment
- Proven track record in retail in supervisory or management position
- Experience of women's fashions (brands, quality, fashion trends)
- Experience of furniture & home wares (brands, quality, trends)
- Knowledge of collectibles

Particular skills and aptitudes

- Team leadership skills
- Good communication skills
- Good at visual displays, shop layouts and window design
- High energy levels and enthusiasm for hands-on physical work in sorting and processing donations
- Be able to cope with regular moving, handling and lifting of furniture
- Methodical and organised approach to maintaining shop standards and procedures
- Able to prioritise and manage own and others' time
- Able to coach and train others

Personal qualities and other requirements

- Practical
- Self-motivated
- Friendly and outgoing
- Patient
- Listening skills
- Positive attitude to change
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice

Other Requirements

- Able to travel to assist in nearby shops and attend training and meetings.