



JOB DESCRIPTION

Job Title	Shop Manager
Department	Retail
Responsible to	Retail Manager
Responsible for	Shop Volunteers / Assistant Shop Manager

~~**Hours** 37.5 per week . 5 days to be worked over Monday to Saturday~~

1. Job Purpose

To be responsible for the effective operation of the shop with responsibility for promoting the ideals of St. Oswald's Hospice and being a positive ambassador for them.

To contribute to fundraising of St. Oswald's in order to achieve maximum profit and sales targets through a retail outlet.

To be responsible for the day to day running of the shop, optimising sales and maintaining effective stock management and merchandising.

To recruitment, manage and train shop volunteers.

To carrying out shop administration.

To ensure St. Oswald's policies and procedures are adhered to at all times.

2. Key Tasks / Duties and Responsibilities

To provide cover for Shop Managers from time to time in other stores as required by the Retail Manager. This will usually be through negotiation and mutual agreement although where operational needs demand the post holder may be expected to cover at short notice.

To carry out tasks and responsibilities with an understanding of and commitment to St.

Oswald's equal opportunities policy.

To use new technology as required

Optimising Sales

To initiate marketing campaigns and sales promotions to increase sales.

To ensure the shop is competing effectively with local competitors.

To ensure all volunteers maintain a high standard of customer care.

To promote the store in the local community.

To promote gift aid.

Maintaining Effective Stock Management & Merchandising

To control pricing of items for sale

To ensure the highest possible resale value of donated stock.

To apply suitable display, merchandising and window dressing standards.

To control stock density and rotation.

To initiate local stock and sales promotions.

Volunteer Management & Training

To take day to day responsibility for managing and delegating work to volunteers ensuring satisfactory performance.

To provide adequate supervision for any volunteers.

To provide training for all volunteers and document this.

To recruit volunteers.

To lead and develop the staff/volunteer team in the shop, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.

Administration

To apply Trading Standards Regulations in the shop and ensure volunteers are aware of these.

To apply St. Oswald's financial procedures..

To take action to ensure the shop is adequately manned, setting and maintaining rotas.

To complete the weekly summary sheet.

To complete gift aid paperwork.

Premises Management

To ensure shop housekeeping is to St. Oswald's standard.

To take day to day responsibility for shop interior.

To ensure all shop equipment is kept in good working order.

To inform Retail Manager of necessary repairs and maintenance.

To follow and comply with risk assessments.

Security

To act as main key holder and delegate key holding to other volunteers within procedural guidelines.

To ensure the security of shop takings.

To provide best circumstances for the personal security of volunteers.

To ensure that security procedures are understood and implemented by all volunteers.

4. Risk Management including Health & Safety

To adhere to St Oswald's Health and Safety policy as set out in St Oswald's Health and Safety policy statement.

To attend all health and safety training St Oswalds deems mandatory.

To adhere to the responsibilities for line managers as set out in the relevant St Oswalds policies related to the management of risk.

To attend all induction and ongoing risk management and health and safety training for line managers as required by St Oswalds.

To monitor and maintain a safe working environment and working practices at all times and report any unsafe conditions or potential hazards.

To ensure staff and volunteers attend Health and Safety induction and update training as required.

To ensure that good manual handling practices are followed and volunteers are adequately trained.

5. Working Relationships and Team Working

To establish effective working relationships with colleagues and work as part of the Fundraising Retail team contributing to the successful operation of the function.
To develop strong working relationships with all shop managers, staff and volunteers to ensure the smooth operational running of St. Oswald's.
To work in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St. Oswald's.
To contribute to the maintenance of St. Oswald's credibility and reputation in the area.
To work as a positive team member at all times and in accordance with St Oswald's Respect at Work Policy and Procedure.

6. Conduct

To behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St Oswald's.
To adhere to all St Oswald's policies and procedures to ensure that these are maintained at all times.

7. Other

To undertake any other duties as appropriate within their competence and general level of responsibility of the post as required by the Retail Manager from time to time.

To carry out any other duties deemed appropriate by the Retail Manager.

The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

DIMENSIONS OF POST: Day to day management of shop including supervision of assistant shop manger (where in post) and volunteers.

RISK ASSESSMENT: Task based risk assessments are under taken for all shops

DISCLOSURE / LEVEL An Enhanced Disclosure and Barring Service check is required for this post because it requires the supervision of children and vulnerable adults.

PREPARED BY: Andrew Moir, Head of Retail, March 2014



Shop Manager

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Basic secondary education but no formal qualifications	Grades A-C Maths Grades A-C English
SKILLS	Excellent customer service skills Retail management skills Good verbal and written communication skills Good organisational skills Working with the public & volunteers IT skills to include Microsoft office software.	Volunteer management
PERSONAL QUALITIES	Able to develop good working relationships and communicate effectively. Able to lead and work as a member of a team. Self motivated. Resilient.	Empathy with St Oswalds values and environment
KNOWLEDGE	High volume retailing	Trading Standards
PREVIOUS / MINIMUM EXPERIENCE	1 year's relevant retail experience	Some experience of fundraising
OTHER	Flexible and willing to adapt working pattern and location depending on operational demands Full, current driving licence and access to a car	