

JOB DESCRIPTION

POST: Retail Shop Manager

PART 1: JOB PROFILE



1. Main purpose of Job

To manage all aspects of a Claire House Charity shop achieving excellent standards, results & best practice, responsible for generating a predicted income per annum to support Claire House achieving its dream to one day reach every single child that needs our services. You will ensure that your stock is processed efficiently, and that the shop floor always has the highest standards. You will maximise your store potential by ensuring the best customer service, product offer is always in place so that donors and shoppers have an amazing experience. This will be done in a manner which reflects the ethos of Claire House.

2. Scope of the Job

Operational Responsibilities (80%)

- Achieve profit targets by maximising sales and minimising costs
- To maintain a high standard of display, both in window and inside the shop
- To ensure stock is appropriate to the business and priced accordingly
- To maintain a rigorous process of stock rotation, ensuring stock is rotated after its expiry date
- To support, train & develop the Assistant manager & all other paid staff members conducting activities such as 1-2-1's, appraisals
- Inform the Store team of business communications, promotions and information relating to Fundraising events.
- To recruit, train, motivate, & manage an effective team of volunteers to provide adequate support to the shop
- Ensure that all staff/volunteers comply with Claire House policies, procedures, and specific Retail protocols.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the Store including the sales floor and stockroom areas.
- To take responsibility for communication of Claire House issues to staff and volunteers
- To co-ordinate rotas to always ensure adequate staffing levels – (Ideally to have at least two volunteers at any one time)

Legal & Compliance (5%)

- Action daily floor walks as per guidelines to ensure high standards are achieved and maintained.
- Taking responsibility for ensuring that the shop premises comply with Health and Safety legislation for staff, volunteers and customers and visitors
- Carry out appropriate Risk Assessments
- To ensure that cash and stock are kept secure and to report any shortfalls.
- To bank takings on a daily basis on all the days the bank is open
- To complete H&S monthly audits & to ensure that fire procedures are followed, and appropriate legal notices are displayed
- Report any maintenance or Health and Safety issues in the shop to the FOM / CSM.

NB This role involves continuous manual handling of stock, in volume on a daily basis. It will require a reasonable level of fitness and exertion, including carrying stock up and down stairs on a regular basis.

Administration (10%)

- To review the shops P&Ls on a monthly basis highlighting any concerns to the CSM / FOM
- To communicate all necessary information regarding the running of the shop to team members
- To make best use of IT resources e.g., EPR, Boxmove, Acopia, SHR, EPOS & Teams including using the computer to communicate by e-mail etc
- To effectively manage all controllable costs
- Ensure all relevant administration is completed on time and according to the Shop Manual.
- Bank daily according to Claire House policy.
- Ensure all financial, cash handling and security procedures are adhered to as per the current retail procedures.
- Hold the shop keys, ensuring that the shop is secure whenever it is left unattended.
- Notify the local police and your FOM / CSM in the event of a break in, shop lifting or security incident.

Other tasks 5%

- To maintain excellent knowledge of Claire House in order that customers, staff, and volunteer queries can be answered correctly
- Ensure Retail Safeguarding Risk Assessments are completed in line with required practice and standards.
- To undertake such other tasks as may be reasonably required from time to time. **This includes working in, supporting or managing other Claire House shops in the area**

3. Position in the organisation

- Reports to the CSM / FOM
- Accountable to HOR
- A member of the Retail Shop Team
- The post holder must collaborate closely with the Retail Leadership Team & other retail team members such as Shop Managers along with members from other Claire House departments

Claire House General Responsibilities

Every employee is required to:

- Adhere to and comply with organisational policies, procedures, and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality and privacy of guests, volunteers, and staff at all times.
- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors, and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Participate in personal training, development, appraisal, and attend all relevant training courses as required.
- Take part in Research Governance (If required)
- Embrace the volunteer culture which exists in the organisation

All employees will have an understanding of Children's Hospices and an empathy with the philosophy of Claire House Children's Hospice in particular and the hospice movement in general.

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples, the main role of the post-holder. It is therefore subject to alteration and development as and when required.

PART 2. PERSON SPECIFICATION: Retail Shop Manager

	Essential	Desirable
Physical	Ability to lift and manoeuvre a weight of up to 10kg and be fit to be standing/walking for most of the day	Previous role / experience of standing for long periods
Experience	Minimum of 2 years management experience in high fashion retail or the retail charity sector Working within fashion retail, with particular regard to floor layouts, merchandising, customer service and contact, working in a team environment, basic IT, administration and simple analysis of figures.	Experience of managing staff teams in a variety of retail sectors
Skills	Able to attract, recruit, train, develop and appraise a team of volunteers/paid staff, to fully participate in the daily activities and promotions of the Store. Strong organisational and administration skills Able to interpret, implement and advise on procedural guidance from line management and to issue appropriate instructions and advice to staff/ volunteers to manage the Store. Able to meet the needs of customers on a face-to-face basis, in order to generate sales and increase customer usage of the shop. Able to deal with any situation which may give rise to conflict.	Numerate and Computer literate Visual merchandising skills particularly working with clothing Knowledge of Health & Safety requirements Good decision making with regard to stock selection and pricing Contacting and using the media
Personal Attributes/Abilities	Honest open and reliable Good team player Commitment to the aims and objectives of Claire House Committed to success and to achieving organisational excellence A commitment to promoting and securing equality of opportunity	Hands on leader – leading by example Able to travel to other sites easily Ability to build and develop a successful team

	Flexible approach to working hours	
	Enhanced CRB Check	