



JOB DESCRIPTION

POST:	Shop Manager
HOURS:	Full-Time
ACCOUNTABLE TO:	District Manager

JOB SUMMARY

MAIN DUTIES AND RESPONSIBILITIES

To manage all aspects of a Charity shop. To ensure adequate and appropriate staffing, stock and systems are in place, in order to maximise shop sales and profits. This will be done in a manner which reflects the ethos of Claire House.

1 Business management

- To manage the Shop in a profitable and business-like manner
- To maximise sales and profits
- To review the shop's P+L on a regular basis (as often as provided) highlighting any concerns to line management
- To use other management information to best use
- 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 selection and rotation, ensuring stock is rotated after its expiry date
- To pro-actively generate agreed levels of stock "over the door"
- To keep all areas clean and tidy and the stock in good order
- To travel to meetings/training/other sites etc. as required

2 Staffing

- To train and adequately direct the Assistant Manager (if applicable)
- To recruit, train, motivate, support, manage and retain an effective team of volunteers to provide adequate support in the shop. Except in very unusual circumstances to have a team of volunteers and "key volunteers" to be self-sufficient to cover management time off, sickness, holidays and other absences.
- To co-ordinate rotas to ensure adequate staffing levels at all times – (Ideally to have at least two volunteers at any one time)
- Take responsibility for communication of Claire House issues to staff and volunteers

3 Legal compliance/Security

- 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 maintain an up to date first aid box and to ensure that fire procedures are followed and appropriate
- To ensure all appropriate legal/Head Office notices are correctly displayed
- Ensure Gift Aid procedures are delivered in line with HMRC requirements and audit compliance
- To ensure all accidents/incidents are reported correctly
- To minimise stock loss and conduct accurate stocktakes as required

4 Administration

- To communicate all necessary information regarding the running of the shop to the Assistant Manager and volunteers
- To ensure financial controls are implemented in a timely manner.
- To make best use of IT resources e.g. by using the computer to submit daily taking sheets, communicating by e-mail etc
- To effectively manage all controllable costs

Other Tasks

- To maintain excellent knowledge of Claire House in order that customers, staff and volunteer queries can be answered correctly
- 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

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 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.
- Work in collaboration with staff and volunteers from all areas of the organisation.

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.

Shop Manager: PERSON SPECIFICATION

	Essential	Desirable
Qualifications	Educated to "GCSE Level C" with English and Maths (or able to work at this level)	Educated to 'A' level or above
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	Previous retail management, supervisory, or charity shop experience	Experience of managing staff teams in a variety of retail sectors Experience of managing in a Charity Shop Experience of generating "over the door stock"
Skills	Strong organisational and administration skills Financial management, including being able to review and analyse a P+L statement Able to recruit and train staff and volunteers in all areas of retail, including shop management. Ability to delegate Excellent customer service Good communication skills I.T. Literacy with knowledge of Word and able to use email Able to work to targets/deadlines	Visual merchandising skills particularly working with clothing Knowledge of Health & Safety requirements Good decision making with regard to stock selection and pricing
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 Good attention to detail A commitment to promoting and securing equality of opportunity Flexible approach to working hours Willing to travel to meetings/training/other sites etc. as required	Hands on leader – leading by example

Physical, Mental and Emotional Effort – SHOP MANAGER

Physical

- Regular manual handling, lifting heavy loads on a daily basis
- Standing for long periods of time

Mental

- Multitasking is a constant requirement – frequent interruptions to every task
- Rarely able to structure work in advance, due to unforeseen events
- Able to set standards and ensure compliance from all members of the team to these standards and Claire House policies and procedures

Emotional

- The role requires a daily need to give emotional support to volunteers, particularly vulnerable volunteers
- Occasionally interacting with families associated with Claire House
- Occasionally dealing with difficult/challenging people.

Working Conditions

- Frequently working in cramped conditions
- Exposed to unknown hazards on a daily basis when delving into bags of donated stock
- Ability to work unsupervised