**JOB DESCRIPTION**

POST: Superstore Manager

**PART 1: JOB PROFILE**

1. **Main purpose of Job**

The Claire House retail operation plays an important role in delivering long term, sustainable income for the charity. People are key to the success of retail – great staff and the best volunteers.

As Super Store Manager you will manage a team of paid staff and volunteers in one of our larger stores. Your Super Store is the face of Claire House on the high street and acts as hub in the local community. You will ensure that your team are trained in all areas understanding that people are key to your success. With clear objectives and budgets to achieve, this role needs dedication, tenacity and resilience and is perfect for a talented charity retail professional looking for their next challenge.

You will be responsible for generating a predicted income of more than £150,000 per annum to support Claire House achieving its dream to one day reach every single child that needs our services. Your 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 and that the product offer is always in place so that and that donors and shoppers have an amazing experience.

1. **Scope of the Job**

Operational Responsibilities (80%)

* To manage the Shop in a profitable and business-like manner
* Is a champion for culture, supporting development of Claire House values in retail, celebrating retail successes and milestones
* Represents the shop and team at all required meetings, and shares best practice
* Supports the induction of new Claire House employees by providing an environment for them to learn and develop, witnessing always delivering best practice
* Action daily floor walks as per guidelines to ensure high standards are achieved and maintained
* Ensure that the high standard of service to customers that is expected by Claire House is always maintained
* Run till reports to identify opportunities to maximise the potential of different product categories and utilise these to drive the income of the store
* 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 keep all areas clean and tidy and the stock in good order
* To delegate tasks to volunteers as required, in accordance with volunteer’s experience and abilities
* To assist in the training of volunteers
* Provide training, development, work reviews and appraisals for paid staff to enable them to perform their jobs efficiently and effectively
* Organise a rota to ensure the shop runs effectively and sales floor and sort room tasks are allocated
* Create an organised and pleasant working environment for staff and volunteers
* Inform the Store team of business communications, promotions and information relating to Fundraising events
* Ensure that all staff/volunteers comply with Claire House policies, procedures and Retail protocols
* Actively recruit the correct/specified number volunteers to deliver the stores objectives and KPI’s
* Provide training so they can perform their jobs efficiently and effectively

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 BDM.
* To maintain an up to date first aid box and to ensure that fire procedures are followed and appropriate
* To ensure that Gift Aid procedures are delivered in line with HMRC requirements and audit compliance
* To ensure all accidents/incidents are reported correctly

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 BDM
* 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 & Office 365 (e.g. Outlook and Teams) including using the equipment to communicate effectively
* To effectively manage all controllable costs
* Bank daily according to Claire House policy.
* Ensure all financial, cash handling and security procedures are adhered to as per the current retail procedures.
* To communicate all necessary information regarding the running of the shop to others as required
* Utilise available reports to drive business in relation to store and department layout where available

Other tasks 5%

* 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 in the area**

1. **Position in the organisation**

* Reports to Business Development Manager
* Accountable to Head of Retail
* 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

**N.B. 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.**

**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: Superstore Manager**

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|  | 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** | * Previous retail management, supervisory, or charity shop experience | * Experience of managing staff teams in the retail sector * Experience of being part of a management team within a Charity Shop |
| **Skills** | * Strong organisational and administration skills * Financial management Able to train staff and volunteers in retail skills * Ability to delegate * Excellent customer service * Good communication skills | * 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 |
| **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 * Enhanced CRB Check | * Hands on leader – leading by example * Able to travel to other sites easily * Ability to build and develop a successful team |

**Physical, Mental and Emotional Effort – SUPERSTORE 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