

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Job Title:** | Retail Shop Manager |
| **Reporting to (Job Title):** | Head of Retail |
| **Grade and Salary** | £22750 FTE |
| **Brief overview of the**  **Position:**  **Working with:** | Working within the AUKL Retail Team, to effectively lead and inspire a team of shop Deputy Managers and volunteers to maximise the income and contribution from their shop.  To demonstrate commercial flair and acumen to drive income and other commercial activities as agreed through the Retail Strategy.  To lead and inspire a team of staff and volunteers to maximise the income and contribution from retail.  To undertake tasks and ideas to drive the shop income and other commercial activities as agreed through the Retail Strategy.  To be a positive role model for AUKL and all its services.  To maintain professional standards whilst delivering the highest retail and operational standards.  Operations Director, Retail Development Manager, Area Retail Support Manager, Shops Managers, Volunteers. |
| **Main duties and**  **Responsibilities:** | To be an active member of the GMT and Retail Teams, supporting all initiatives with passion and enthusiasm.  To develop a ‘can do’ attitude and reflect this within your team  To continuously look for ways to improve their own personal performance as well as their team and shop performance.  To maintain effective communication channels with all stakeholders including being an active participant on Workplace  To ensure shop premises are inviting and welcoming and that goods are displayed in an attractive and presentable manner, developing an inclusive customer focussed environment  To ensure the shop operation is efficient and safe for all and all policies and procedures are adhered to  To promote Age UK Lancashire shops and services in the local marketplace, maintaining good relationships with all stakeholders  To recruit, train, support and motivate the work of Deputy Manager and sufficient volunteers in the shops, encouraging an active interest in their shop and the work of Age UK Lancashire.  To maintain a positive and happy team working environments for staff and volunteers, with a particular regard to customer service/public relations.  **Other Responsibilities**  To take reasonable care for your own Health & Safety and that of any other person who may be affected by your acts or omissions.  To undertake any other duties required to achieve performance targets and realise the full potential of the shop.  To travel within the region, where required in the performance of the job, to provide cover at other shops or for training activities.  To attend meetings and training courses as required |

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| **Accountable for:** | Income and Gift Aid targets achieved  Shop visit reports  Visual presentation of the shop  Processing efficiency and stockroom organisation  Customer/Volunteer feedback  Presence in local community |
| **Summary of key**  **attributes & Qualifications**  **for role:** | Charity Retail Management experience preferred and a proven ability to drive sales  Experience of sourcing of donations, managing and promoting the collection and delivery service  Experience in leading and motivating a team including volunteers.  Good organisational skills, with the ability to prioritise and respond to conflicting demands on work time.  Excellent customer service, and communication, interpersonal skills.  Entrepreneurial skills and visual flair  A full driving Licence, appropriate Insurance cover and a suitable car. |
| **Main KPI’s /**  **performance measured**  **against:** | Achievement of all income targets including  Sales Targets  Gift Aid targets  Volunteer Recruitment Targets |
| **Safeguarding** | Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.  All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults. |
| **Generic Clauses:** | 1.To comply in all aspects with Age UK Lancashire’s policies and procedures  2.To contribute to and participate in fundraising activities for Age UK Lancashire.  3.To participate and contribute to Age UK Lancashire’s activities, attending meetings, training courses etc as required. |



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| **Age UK Lancashire - Person Specification** | **Essential** | **Desirable** | **Assessed by** | | | |
| **Shop Manager** | Application Form | Assessment Centre | Presentation | Interview |
| **Experience** | | | | | | |
| Experience of recruiting and developing staff. |  |  |  |  |  |  |
| Successful proven record of achievement in a retail environment at management level , ideally within Charity retail sector |  |  |  |  |  |  |
| Use of Microsoft based IT programmes including, Word, Excel, and Outlook or similar |  |  |  |  |  |  |
| Experience in fast paced environment and ability to multi-task |  |  |  |  |  |  |
| **Knowledge** | | | | | | |
| Knowledge of health and safety, in relation to a shop environment. |  |  |  |  |  |  |
| Awareness of issues relating to recruiting and retention of volunteers. |  |  |  |  |  |  |
| Understanding of equal opportunities and how it affects this position and organisation. |  |  |  |  |  |  |
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| **Skills** | | | | | | |
| Competence in reading and interpreting financial statistics, reports |  |  |  |  |  |  |
| Ability to build and maintain an effective team, recognise potential and manage performance. |  |  |  |  |  |  |
| Ability to plan and prioritise the work of yourself and others and to work on your own initiative |  |  |  |  |  |  |
| Ability to work well in a team |  |  |  |  |  |  |
| Ability to effectively communicate at all levels, including volunteers and members of the public. |  |  |  |  |  |  |
| Able to take responsibility and ownership of own workload. |  |  |  |  |  |  |
| **Other Requirements** | | | | | | |
| This is an essential car users post. Proof of appropriate insurance cover, including business use, will be requested. |  |  |  |  |  |  |
| At least four GCSEs (Grades A to C) or equivalent must include Maths and English |  |  |  |  |  |  |
| A flexible approach to working hours and travel demands |  |  |  |  |  |  |