

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Shop Manager
<b>Reporting to (Job Title):</b>	Retail Development Manager
<b>Grade</b>	Band 3 £12.88 per hour
<b>Hours of Work:</b>	Wk 1 – Mon, Wed, Thurs, Fri Wk 2 – Mon, Thurs, Fri, Sat Mon – Sat 9am-4.30pm
<b>Place of Work:</b>	Rushden – 90 High St, Rushden NN10 0PQ
<b>Purpose of Role:</b>	To be the person responsible for achieving effective, efficient and profitable day to day operation, management and control of an Age UK Northamptonshire shop, by maintaining and growing the quality of goods, services and professionalism. To underpin the Age UK Northamptonshire as a centre to its community.
<b>Main Tasks:</b>	<p>To ensure the highest standard of customer service and a great customer experience at all times. This includes that donors and donations are treated with respect and with gratitude.</p> <p>To ensure that sales and profit are maximised. To achieve shop targets as directed. To show innovation, flair and creativity with shop layout, merchandising and to keep abreast of trends in charity retail.</p> <p>Support the Retail Development Manager to deliver the Retail Development strategy and plans. To provide management cover across the Age UK Northamptonshire network of shops as required and directed.</p> <p>To recruit and retain a highly motivated team of staff and volunteers to support your shop. To lead them effectively and positively, ensuring that they are inducted and trained effectively and that they are able to perform effectively in your absence.</p> <p>Maintain the good morale of volunteers, to ensure that good working relationships are maintained and that all volunteers are aware of the important role that they play in promoting Age UK Northamptonshire. Liaise with volunteer coordinator if there is a shortfall of volunteers.</p> <p>To supervise the Deputy Manager and all volunteers, maintain staffing and holiday rotas to ensure that adequate cover is provided at all times, absence is monitored, and administration correctly carried out. To hold regular meetings, communicating effectively information and instructions from Age UK Northamptonshire.</p> <p>To ensure training of deputy is in line with requirements to cover for absence as and when required.</p> <p>To maximise the income from Gift Aid, ensuring that the shop has an efficient and effective system for staff and volunteers asking all customers in an appropriate way and following up in line with good practice.</p>

To maintain accurate accounts, records and logs, and to perform any other administrative tasks in connection with the shop. To account for shop takings and other monies, banking, security and petty cash.

To encourage the best quality of donated goods into the shop ensuring that they are sorted, priced and displayed to the best standards. To develop promotions, special events etc within the charity shop.

To maintain high standards of cleanliness and order on the premises and to ensure regular collection of refuse and rags so that stock levels are not excessive. To ensure a safe environment for all who visit, buy from or work at the shop.

To hold responsibility for the premises. To ensure that all regulations relating to Health and Safety, Trading Standards, Sale of Goods Act etc are complied with and to maintain good relations with statutory bodies

To report any shop building or equipment maintenance problems to the Retail Development Manager as soon as possible and to help address the issues with appropriate guidance using resilience and local networks of support.

To maximise Age UK Northamptonshire presence on all social media platforms by actively generating images for 'posts' in line with retail requirements and positively support ideas and suggestions.

To encourage local support for Age UK Northamptonshire, working closely with internal and external fundraisers, attending fundraising events as required. To maintain an active awareness of competitor trading initiatives by other organisations and retailers in the shop location.

To attend meetings and training sessions as directed by the Retail Development Manager. To undertake other duties or responsibilities, which are commensurate with the post, as required by the Retail Development Manager.

The above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of consultation with the post holder.

### Person Specification

<b>Job Title:</b> Shop Manager	<b>Grade:</b>	
<b>Dept:</b> Retail Services	<b>Date:</b> 29.01.2018	
CRITERIA	D/E*	Assessed by A/I/R **
<b>Qualifications/Training</b>		
Full Driving Licence	E	A/I
Good general standard of education.	E	A/I
NVQ Level 2 Retail or Customer Service	D	A/I
<b>Experience</b>		
An understanding of the retail charity sector	E	A/I/R
Commercially aware with a sales or retail background	D	A/I/R
Health and Safety knowledge	D	A/I/R
Experience of working with volunteers.	E	A/I/R
Knowledge of Gift Aid	D	A/I/R
<b>Skills, Knowledge &amp; Abilities</b>		
Leading, training, and managing a team	E	A/I
A strong understanding of, and enthusiasm for, high street retail and fashion	E	A/I
Good understanding of retail business disciplines (including budgeting, customer service, cash handling, stock control, working to financial targets).	D	A/I
Demonstrable ability to motivate, support and build strong relationships with volunteers and staff.	D	A/I
Good communication and interpersonal skills, able to inspire support and action from a diverse range of supporters.	E	A/I
Exceptional organisational and time management skills	E	A/I
Computer literate	E	A/I
Good level of numeracy and literacy	E	A/I
Able to forward plan, prioritise and organise workload	E	A/I
Ability to fulfil the administration involved.	E	A/I
Ability to work unsupervised	E	A/I
<b>Other</b>		
Energy and enthusiasm to succeed	E	I/R
Commitment to customer care	E	I/R
Awareness and appreciation of Equal Opportunities and other relevant legislation in respect to Charity shops	D	I
Affinity to older people	E	I
Entrepreneurial and driven by results.	D	I/R

A team player with the ability to work independently and on own initiative. Punctual, reliable A level of fitness to suit the manual handling demands of the role	E E E	I/R I/R I/R
Prepared By: Christopher Duff	Date: 29 January 2018	
Authorised By: Christopher Duff	Date: 29 January 2018	

**A = Application Form    I = Interview    R = References**