

JOB DESCRIPTION

Job Title: Retail Shop Manager

Responsible to: Retail Area Manager

Purpose of the Post: To manage a Julian House shop; To ensure effective and efficient management of volunteers, paid staff, premises, and stock; To maximise sales and achieve agreed performance targets; To ensure that all appropriate standards of security and health and safety are met. To positively promote the charity and its message to members of the public and other stakeholders.

Key Responsibilities:

Sales

- Achieve the shop income and profit targets by maximising sales, minimising costs and constantly looking at better ways to promote the business, working with the area manager to create a shop environment which meets the needs of the business.

Premises:

- Ensure the shop premises are clean and tidy and that all merchandise is displayed to advantage.
- Guarantee that the customer's visit is a positive experience.
- Continue this standard of cleanliness and organisation throughout the premises including Kitchen/Bathroom, office space, sort room and storage areas.
- Satisfy all statutory obligations and ensure that health and safety compliance requirements are constantly upheld and accurately reported to the facilities department.
- Be the main key holder for the shop - responsible for opening and closing and attending emergency call outs.

Stock

- Generate a steady supply of good quality stock donations, networking with local people and organisations to actively promote the charity and its values.
- Where practical acknowledge receipt of donations - all acceptable items then to be sorted, priced and prepared for sale.
- Unwanted donations to be disposed of promptly with maximum income derived for these items.
- Follow JH retail guidelines for display, pricing and rotation of stock at all times.

Staff

- Actively recruit and train volunteers to support the efficient running of the store and promotion of charity aims.
- Ensure the store is staffed properly at all times so that a good level of customer service is achieved, utilising mystery shopper information to train and support both paid and unpaid staff.
- Manage paid staff ensuring that training and support is given and documented according to charity retail guidelines.

Administration & Security:

- Ensure that all administrative and financial procedures are followed, including - banking of money, weekly returns, petty cash account, KPI's, volunteer records etc.
- Ensure that security procedures are observed at all times and that all incidents are reported promptly to the Line Manager/emergency services as appropriate.

Team Work:

- Attend and participate in regular supervision session, team and staff meetings.
- Attend appropriate training courses and participate in skill sharing sessions within the team.
- Liaise effectively and appropriately with other Julian House staff, and where necessary with other agencies.
- Create a strong and effective shop team with an inclusive and customer focussed ethos.

Health & Safety

- Ensure own safety, and the safety of those around. Comply with duties under the Health and Safety legislation.
- Since job descriptions cannot be exhaustive, the post holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Other

- Engage actively in own supervision, using annual PDR to set and agree own performance targets and training needs.
- Work in accordance with the organisation's policies and procedures
- Undertake other duties, which are broadly in line with the above key responsibilities.



PERSON SPECIFICATION

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| Experience | |
| Retail experience | Desirable |
| General management, preferably in retail | Desirable |
| Social Media knowledge | Desirable |
| Working with and motivating others | Desirable |
| Qualifications/Skills | |
| Ability to communicate effectively | Essential |
| Numerate and comfortable with preparing and analysing sales data with a good standard of written english | Essential |
| Good organisational ability | Essential |
| Creative approach to problem solving | Essential |
| Basic Knowledge of Health & Safety, Fire Regulations and ability to identify potential risks | Desirable |
| Ability to inspire and motivate a team to work to achieve goals | Essential |
| Personal Qualities/Attributes | |
| A proactive, customer focused approach to work, demonstrating responsiveness and flexibility | Essential |
| Able to work alone but also a strong team player | Essential |
| Eager to learn new skills/ take on new challenges | Essential |
| Able to work on own initiative and prioritise tasks | Essential |
| Values | |
| Empathy and understanding of the needs of Julian House Service Users. | Essential |
| Commitment to equality of opportunity and inclusivity. | Essential |
| Other | |
| Current driving licence - preferably with access to vehicle | Essential |
| Fit enough for a job which requires regular movement of stock | Essential |