



**Job Title:**

Shop Manager

**Dept.:**

Retail / trading

	<b>Essential</b>	<b>Evidence</b>
<p><b>QUALIFICATIONS AND TRAINING</b></p> <p>Level of education, specific qualifications, specialised training, training requirements for the job</p>	<ul style="list-style-type: none"> <li>▪ IT literate</li> <li>▪ Good level General Education</li> <li>▪ NVQ level 1-2 and above, or equivalent GCSE's</li> <li>▪ Basic knowledge of Health &amp; Safety &amp; Fire regulations within the retail environment and the ability to identify potential risks.</li> </ul>	<p>Certificates</p> <p>Interview</p> <p>Application form/CV</p>
<p><b>EXPERIENCE</b></p> <p>Length, type and level of work-related experience</p>	<ul style="list-style-type: none"> <li>▪ Previous retail experience or experience of working in a busy customer facing role. (Minimum 1 year)</li> <li>▪ Experience of cash handling and reconciliation.</li> <li>▪ Experience of managing a team</li> </ul>	<p>CV</p> <p>Interview</p>
<p><b>SKILLS/KNOWLEDE</b></p> <p>Range and level of skills, depth of knowledge required for the job</p>	<ul style="list-style-type: none"> <li>▪ Have a commercial awareness with being able to manage stock and maximise income through sales.</li> <li>▪ Be able to identify market trends</li> <li>▪ Excellent Customer Service Skills</li> <li>▪ Excellent communication and relationship building skills with the ability to build rapport with people of differing ages, backgrounds and cultural origins.</li> <li>▪ Good organisational skills</li> <li>▪ Strong Team Player with the ability to work collaboratively with others.</li> <li>▪ Ability to work on own initiative</li> <li>▪ Approachable with a can-do attitude</li> <li>▪ Committed to achieving the highest retail standards at all times</li> <li>▪ Understands financial accounts, able to manage inventory and undertake payments via all methods available.</li> </ul>	<p>Interview</p> <p>References</p> <p>CPD</p>



<p><b>APTITUDES AND ATTRIBUTES</b></p> <p>Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales</p>	<ul style="list-style-type: none"> <li>▪ Self-motivated &amp; enthusiastic</li> <li>▪ Autonomous working</li> <li>▪ High professional standards</li> <li>▪ Attention to detail</li> <li>▪ Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.</li> </ul>	<p>Application form</p> <p>Interview</p> <p>References</p>
<p><b>OTHER JOB REQUIREMENTS</b></p> <p>Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence</p>	<ul style="list-style-type: none"> <li>▪ Full clean driving licence</li> <li>▪ Excellent attendance</li> <li>▪ Time keeping</li> <li>▪ Team worker</li> <li>▪ Basic DBS clearance</li> </ul>	<p>Application form</p> <p>Interview</p> <p>reference</p>
<p><b>PERSONAL QUALITIES/ VALUES</b></p>	<ul style="list-style-type: none"> <li>• <b>RECEPTIVE</b> - we define success as <b>continuous improvement</b> and aim for <b>excellence</b> in our live-saving services and community projects.</li> <li>• <b>RESPECTFUL</b> - we are a community-based organisation with a <b>'one team'</b> culture that embraces and encourages <b>honesty</b>.</li> <li>• <b>RESPONSIBLE</b> - we aim to create the best possible <b>future for everyone</b> and thrive to place <b>sustainability</b> at the heart of everything we do.</li> <li>• <b>RELEVANT</b> - we are <b>open</b> to new ideas and ways of working across our clinical and charity operations, providing total <b>transparency</b> to all stakeholders.</li> <li>• <b>RECOGNITION</b> - we <b>value our relationships</b> - with staff, supporters and the wider communities we serve - <b>working together</b> to achieve the best possible patient outcome.</li> </ul>	<p>Application form</p> <p>Interview</p> <p>reference</p>