

JOB DESCRIPTION - SHOP MANAGER

Responsible to: Senior Shop Manager

Salary: £11.76 per hour

Hours: 21 Hours per week (to include Saturdays)

Place of Work: ACE shop locations as required.

**PURPOSE OF JOB**

To effectively manage the day to day running of the shop with the aim of achieving optimum profit by maximising sales and controlling direct shop expenses.

**MAIN DUTIES AND RESPONSIBILITIES**

* To manage all aspects of stock preparation ensuring that the shop is sufficiently stocked at all times
* To take decisions with regard to the day to day running of the shop in line with agreed policies and procedures
* To demonstrate excellent customer service and promote good practice within the shop.
* To meet required performance standards and targets.
* To motivate and support shop staff and volunteers in the achievement of targets.
* To recruit, retain and develop an adequate team of volunteers.
* To be ultimately responsible for cash handling, banking and associated administration, ensuring that all till operations are carried out in accordance with agreed policies and procedures.
* To comply with Age Concern Eastbourne’s policies and procedures, particularly in relation to shop security and health and safety regulations
* To conduct performance development reviews and staff appraisals as appropriate
* To maintain a good standard of housekeeping which creates an environment that is both pleasant and safe for customers, shop staff and volunteers.
* To work collaboratively with other shop managers to ensure that policies and procedures relating to stock rotation, date checking and pricing are consistently applied

**Other Duties and Conditions of Service**

The post-holder is expected to work to further the mission and aims of Age Concern Eastbourne and to comply with agreed policies and procedures.

PERSON SPECIFICATION – SHOP MANAGER

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|  | Essential | Desired |
| **KNOWLEDGE / SKILLS** | * Proven organisational and prioritising skills * Ability to work independently and as part of a team * Numerate with the ability to calculate figures and competently undertake administration | * Knowledge of selling and merchandising * Possess an interest / awareness in developments in charity retail |
| **EXPERIENCE / QUALIFICATIONS / TRAINING** | * Holding or willing to work towards an NVQ/apprenticeship in Retail Management * General knowledge of sales techniques * Experience of team building and setting and managing staff rotas * Awareness of Health and safety and security issues * Experience of working in a retail outlet | * Training in health and   safety issues   * First aid training |
| **PERSONAL QUALITIES / ATTITUDE** | * Ability to communicate well with the general public.   • Ability to motivate self and others  • Ability to deal with confidential information in an appropriate manner. |  |
| **WORK RELATED CIRCUMSTANCES** | * Must be willing to work on Sundays and Bank Holidays as required. * Must be willing to work out of hours to complete seasonal change over. * Must be willing to cover holidays and sickness. * Must be willing to supervise unpaid work placements. * Must be willing to undertake relevant training and attend meetings as required. * Must be prepared to work in other shops if requested. * Must be willing to act as key holder. * Must be able to lift heavy and/or bulky items safely |  |
| **ATTITUDES EQUAL OPPORTUNITIES** | Demonstrable commitment to Age Concern Eastbourne’s equal opportunities policies. |  |

Age Concern Eastbourne is currently looking to recruit a Shop Manager whose responsibilities will be:

• To effectively manage the day to day running of a designated shop with the aim of achieving optimum profit by maximising sales and controlling direct shop expenses.

• To motivate and support shop staff and volunteers in the achievement of targets.

• To maintain a good standard of housekeeping which creates an environment that is both pleasant and safe for customers, shop staff and volunteers.

ABOUT YOU

You will have retail experience with the commercial awareness to deliver sales and meet targets. You'll have a positive attitude and be committed to relationship-building with shop teams and volunteers.

Please contact john.trainor@ageconcerneastbourne.co.uk for an application pack

Hours 21 per week

Salary: £11.76 per hour