

Job Title:	MILL HILL SHOP MANAGER
Department:	Retail
Location:	As designated, with the flexibility to move to different shops within the All Aboard portfolio as directed
Reporting to:	Area Manager (Area Manager reports to Head of Retail)
Job Purpose:	Responsible for the day to day running of the shop including meeting sales targets, minimising costs, encouraging donations, delivering excellent customer service, managing a team of staff and volunteers, and adhering to Health and Safety laws and guidelines
Direct Reports:	Assistant Shop Managers, Weekend Shop Managers and Volunteers
Hours:	37.5 hours per week, 5 days out of 7, to cover Saturdays
Pay:	£13 p/h

KEY RESPONSIBILITIES

Key Accountabilities	Tasks
Sales & Profit	• Achieve agreed sales targets • Analyse sales and other data and take the appropriate action • Demonstrate effective cost control to maximise profit
Day-to-Day Management	• Ensure the shop is open and adequately staffed during agreed trading hours • Assume full responsibility for your shop across all trading days, including preparing rotas, arranging or providing holiday and sickness cover, and ensuring that staff and volunteers are trained to operate effectively in your absence • Ensure the shop is clean, safe, tidy and well presented • Maintain stock density to agreed levels to ensure sales targets can be achieved • Implement effective stock processing and management systems and ensure that all staff and volunteers are following these systems • Encourage and welcome donations from all sources • Generate additional stock donations through local leads and relationships

	• Encourage ALL eligible donors to Gift Aid their donations, and ensure goods from these donors are processed in a timely and correct manner • Ensure all stock offered for purchase is safe, legal to sell and in adherence with company guidelines • Ensure company visual merchandising guidelines are implemented • Ensure all signage displayed is approved and current • Ensure compliance with company financial procedures, particularly in respect of use of the till, cashing up and security & banking of monies • Ensure compliance with company insurance policy requirements so as not to invalidate insurance (for example, locking away personal belongings and large amounts of cash) • Participate in the recruitment of staff members, in liaison with the Area Manager and HR Manager • Recruit, train and develop sufficient volunteers to meet agreed volunteer targets, in liaison with the Volunteer Co-ordinator and Area Manager • Ensure communications received from the company are monitored and responded to as required • Complete and return all required paperwork in a timely manner • Implement all directives issued by your line manager and Head Office • Ensure the shop presents a positive impression of All Aboard as a company • Promote the activities and services of All Aboard and encourage all staff and volunteers to do so • Be a responsible keyholder for the premises
Customer Service	• Create a warm and welcoming atmosphere for customers • Greet customers in a positive and pleasant manner • Ensure enquiries are addressed in a helpful and courteous manner • Assist customers with their selection of purchases and suggest items which may be desirable • Take opportunities to upsell where appropriate
People Management	• Line management responsibility for all staff and volunteers working within the shop including delegating duties, carrying out appraisals and dealing with grievances • Train and develop staff and volunteers to enable team members to maximise their individual potential • Ensure staff and volunteers feel supported in their roles • Ensure refreshments are supplied to staff and volunteers, stored in the proper manner and in accordance with company policy, and in observance of dictates of faith • Ensure that shop equipment is used for company business only unless in the case of an emergency

Health & Safety	• Ensure all relevant Health & Safety laws and guidelines are followed • Ensure safe working practices are in place • Ensure all staff and volunteers understand their individual responsibilities in relation to Health & Safety • Ensure floors, walkways and surfaces are kept clear from obstructions and hazards • Ensure all safeguarding measures put in place by management are adhered to • Alert your line manager of any Health & Safety concerns at the earliest opportunity
Other	• Carry out any other reasonable tasks or duties as requested

Dimensions and limits of authority / influence
• Responsible for the overall performance of the shop • Responsible for the line management of directly reporting staff and volunteers • Participation in the recruitment of directly reporting staff • Responsible for the recruitment of volunteers

Physical Effort
The position may be physically demanding, involve long periods of standing, considerable bending, lifting of potentially awkward loads and moving stock up and down stairs or in and out of premises

Qualifications, Skills and Experience - Essential (E) / Desirable (D)
<u>Qualifications and/or Experience</u> Good standard of general education to GCSE level or qualified by experience (E) Experience of retail (E) Experience of working in a fast paced, sales driven, customer facing environment (E) Experience of working with sales & profit targets (E) Experience of charity retail (D) Experience of managing a diverse team of people (D) Experience of working with volunteers or as a volunteer (D) Experience of working with EPOS till systems (D) Experience of working with the Gift Aid process (D) <u>Skills</u> Leadership & drive (E) Excellent communication skills (E) Well-developed interpersonal skills (E) Ability to motivate and influence individuals and teams (E) Good time management and the ability to prioritise (E) Ability to work effectively under pressure and to timelines (E) Ability to display merchandise in an attractive and saleable manner (E) Ability to make decisions and think innovatively (E) Ability to successfully manage a varied workload with little supervision (E)

Ability to work independently but with flexibility and remain part of a team (E)
Adaptable to change (E)
Ability to manage conflict (E)
Commitment to positively promote the Charity and its work (E)
Comfortable using IT systems (E)
Good written and numeric skills (E)

Knowledge

Commercial awareness (E)
Principles of customer service (E)
EPOS Till systems (D)
Gift Aid process (D)
Trading Standards (D)
Health & Safety (D)
Local geography (D)
Awareness of collectables / antiques / fashion and clothing (D)
Good level of understanding of the charity sector and its key drivers and motivators (D)

OTHER DUTIES

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of the Area Manager or Head of Retail.

ASSISTANCE

The Charity has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of the job, in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety and Safeguarding.

CONFIDENTIALITY

You should be aware of the confidential nature of the Charity environment and/or your role. Any matters of a confidential nature, relating to, the organisation, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

JOB DESCRIPTION

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Charity.