



Job Description – Shop Manager

Job Summary

The Shop Manager is responsible for the efficient running of the charity shop, including the management of staff and volunteers, ensuring a maximum financial return to the Wessex Children's Hospice Trust.

Responsible to: The Area Manager

Main Duties and Responsibilities

SALES AND PROFITS

- Achieve agreed sales targets and maximise profit through effective cost control
- Ensure that a standard of excellence is maintained at all times with regard to customer service and supporter care.
- To be responsible for the daily banking of shop takings and the production of accurate financial reports on sales and all corresponding documentation.
- Effectively analyse shop financial data to take the appropriate action.

STOCK MANAGEMENT AND STANDARDS

- Generate quality donated goods to achieve the agreed processing targets in order to maintain shop density levels, whilst complying with pricing guidelines.
- To ensure that the shop remains open to the public selling donated goods between the hours of 9.00 am to 5.00 pm Monday to Saturday.
- To recruit the necessary staff required to efficiently run the charity shop making full use of volunteer assistance.
- Ensure that effective processing systems are in place within the stockroom to support the needs of the sales floor.
- To provide day-to-day direction to the Assistant Shop Manager and volunteers, as necessary, supervising and coaching, making recommendation for any training and development.
- To produce a weekly work rota ensuring that the shop is fully staffed during the opening hours, arranging cover for holidays and sickness.
- To be responsible for developing and displaying a stock of quality items for sale in the shop, making full use of organised collection schemes, advertisements and general donated goods.
- To continually seek improvements in the way stock is displayed in the shop, ensuring it is rotated frequently, attracting the maximum number of customers.
- To be responsible for dressing the window displays, and any Naomi House promotional material in the shop.

- To take the lead in pricing items for display, assisting other staff as necessary. To be able to identify valuable goods, antiques and designer clothing.
- To arrange for the disposal of unwanted items and waste.
- To manage paperwork ensuring that effective filing systems are maintained.

SECURITY, HEALTH AND SAFETY

- To be responsible for all security aspects of the shop; to be first key holder and ensure security procedures are followed in the handling of cash and property.
- To maintain compliance with relevant health and safety legislation, ensuring that all staff are informed and aware of their responsibilities.
- Ensure manual handling guidelines are followed.

SKILLS AND EXPERIENCE

Essential

- **Commercially aware**
- **An understanding of high street retail fashion**
- **Experience of managing a team**

Desirable

- **Experience of working with sales and profit targets.**
- **Experience of using computers for social and business purposes**

Skills

- **Demonstrates good interpersonal skills**
- **Flexible attitude and adaptable to change**
- **Able to use own initiative.**
- **Able to work effectively under pressure**
- **Good time management and prioritisation skills**
- **Ability to effectively organise and plan**
- **Good written and numeric skills.**

This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and Head of Retail.