



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, FIRE 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.
- To be responsible for the management of daily fire risk responsibilities, including means of escape, fire evacuation plan, completion of the fire safety log book, fire protection (alarms and doors), fire equipment, housekeeping and relevant fire safety training.

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**
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“Where the post holder has a responsibility to safeguard children, young people and adults at risk, they will be trained to the appropriate level as determined by the post.”

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.