A group of people in front of a book

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Shop Manager (Cover)

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Permanent, 37.5 hours per week, Monday to Sunday

Director of Operations

Head of Retail

All Shops

£22,704 to £23,741 per annum (depending on experience)

Shop Manager (Cover)

Staff and Volunteers

Retail

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Role Purpose:

The Shop Manager will be responsible for the day-to-day running and income generated at the retail shops under their remit. This role involves effective management of resources, budgets and personnel.

Internal Key relationships

• Retail Shop Managers

• Distribution Team

* Ecommerce Team
* Retail Volunteers
* Marketing Team
* Maintenance

External Key relationships

* Cash Register Supply Co - CRS
* Acopia
* Infinity

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* Ensuring great customer service is always delivered by staff and volunteers on the premises
* Managing stock levels on the shop floor daily, ensuring adequate availability to maximise profit
* Encouraging an open, honest and welcoming working environment for staff and volunteers
* Maintain extraordinary levels of tidiness on the premises
* Maintain a safe working environment for staff and volunteers by following Health and Safety procedures and undergoing training as required
* To ensure the security of the premises is maintained and that all retail policies and procedures are followed
* Train and manage shop staff and volunteers as required
* Producing the shop rota for staff and volunteers, ensuring adequate staffing levels are maintained with no impact on shop operational hours
* Being aware of communications and events at ellenor and acting as an ambassador for the charity within the community
* Monitor store targets, producing reports as required to directives
* Comply with personal statutory and mandatory training
* Execute retail cash operations consisting of daily banking and return procedures
* Attendance to meetings and events as required
* Manage workloads whilst prioritising and communicating effectively
* Reporting any incidents or issues with equipment promptly in line with procedure
* Handling complaints effectively in line with procedure
* Ensuring the effective recruitment of staff and volunteers in accordance with the Organisation’s policies and procedures
* Completing annual performance reviews as required
* To raise any concerns to the Head of Retail in a timely manner
* To ensure the security of the premises is maintained and that all retail policies and procedures are followed

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* Retail Management Experience, including management of staff
* Experience managing a successful charity shop
* Experience working on budgets, KPI’s and cash management
* Familiarity with Microsoft Word, Excel and Outlook
* An effective team player with excellent communication skills, able to interact successfully with staff, volunteers, and members of the public
* Ability to self-motivate and work autonomously and think independently
* Honest, reliable, and able to offer flexibility in working hours to suit the demands of the role
* Ability to maintain a smart and professional appearance
* Demonstrate the ability to prioritise
* Committed to the cause, staff values and philosophy of **ellenor**
* Excellent timekeeping
* Knowledge of product pricing
* Good level of IT literacy
* Driving Licence/Car Owner or the ability to travel around (Desirable)

**Knowledge, Skills and Attributes:**

**Experience:**

* Good Standard of General Education

**General:**

* To be aware of the philosophy of **ellenor** and to behave as a fit representative
* To abide by the Hospice’s general confidentiality policy
* To be aware of guidelines stated in the staff handbook and all relevant policies and procedures
* To undertake a bi-annual performance review when a personal development plan will be discussed and developed