

JOB DESCRIPTION

Title: Helen Rollason Retail Charity Shop Manager.

Hours: 3 days per week (flexible).

Salary: £10.40 per hour.

Location: Witham Shops, 72 Newland Street, Witham, Essex CM8 1AH.

Responsible to: Retail Manager.

Purpose of role:

The postholder will manage the day to day running of the shop, leading a team of volunteers and will enjoy working with the general public. The postholder will also identify and develop growth opportunities to increase sales.

Key responsibilities:

- To manage the day to day running of shops within your remit and lead teams of volunteers.
- To train and develop teams of volunteers.
- Maintain a rota of volunteers to ensure adequate staffing during shop opening times.
- To display donated goods to maximise the profit.
- To ensure the shop operates within Health and Safety guidelines.
- To maintain security of the shop and its contents and act as a keyholder.
- To ensure all paperwork and financial records and weekly sales returns is up to date.
- To ensure that takings are banked daily.
- Ensure that volunteers are fully trained in our Gift Aid system and support this.
- Ensure that Volunteers are kept up to dated with services offered by HRCC.

Sales

- To achieve maximum sales at all times.
- To control costs, where possible [phones/rent/refuse/other operating sundries]
- To identify ways to increase sales.
- Actively promote our Gift Aid System.

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Volunteers

- Create a happy working environment and to increase efficiency and job satisfaction for volunteers.
- Identify any need for more volunteers in any of the shops and actively source and recruit new volunteers.
- Identify any training needs for volunteers and collaborate with the Head of Retail to undertake these.
- Deal with any volunteer personnel issues, in the event that these cannot be resolved locally, collaborate with the Head of Retail.

Customer Service

- Ensure that the high standard of service to customers that is expected by Helen Rollason Cancer Charity is maintained at all times.
- Deal with customers courteously and efficiently.

Shop Appearance

- Maintain a high standard of display, both in the shop window and inside the shop.
- Ensure the shop is kept clean and tidy at all times.

Stock

- Price stock at a consistent level and at a level to encourage maximum sales and profits.
- Encourage the public to donate saleable goods.
- Encourage the public to donate rags.
- Ensure the steamer where necessary is used to ensure stock is presented at its best possible advantage.
- Ensure stock is rotated in an efficient and timely manner.
- Ensure stock is presented in a tidy, organised and saleable condition at all times.
- Keep merchandise clearly ticketed and priced.
- Hang, ticket and size all clothing as appropriate.
- Ensure that all non-hanging items, both books and bric a brac, are prepared for sale.
- Follow all guidelines as laid out in HRCC Retail Handbook.

Stockroom

- Ensure that donated stock is sorted to maximise sales opportunities.
- Keep the stockroom clean and tidy and stock in good order.

cont'd overleaf

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Tel: 01245 380 719 enquiries@helenrollason.org.uk

Administrative/Health & Safety

- Complete all administrative paperwork correctly and promptly.
- Bank all monies daily and in line with HRCC Policy.
- Ensure all fire exits are kept clear, fire retaining doors are kept closed and comply with all regulations regarding HRCC Health and Safety Policy.

Point of Sale Material

- Ensure that all charity point of sale material [signs, POS material, tins, newsletters] are displayed in line with charity standards, but with respect to the individual requirements and limitations of each shop.
- Ensure that all posters are displayed are current and in clean/good condition.

Security

- Ensure that all HRCC till procedures are adhered to.
- Ensure that all cash is kept secure.
- Notify the Head of Retail in the event of suspected theft or dishonesty by any member of staff either paid or voluntary.
- Ensure that no unauthorised person is allowed to inspect the shop or to examine sales or other records.

Awareness

- Actively promote awareness of all aspects of the Charity's work to the shop volunteers [re Centres/Fundraising activities/Research] so that each individual associated with the shop has a clear understanding of what the charity does.

Fundraising

- Identify any opportunities for fundraising, within the local areas adjacent to the shops [events/tins/collections]
- Carry out special promotions within the shops, either when requested by the Head of Retail or when local events make a special promotion appropriate.

Core Skills

- Ability to meet local financial targets.
- Able to work on own initiative and take responsibility for achieving objectives.
- Provide a high standard of service to ensure customer needs are met and retail objectives are achieved.
- Ensure all resources for which you have responsibility are managed efficiently and in line with retail policies and procedures.

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- Communicate local and regional objectives effectively to shop team.
- Continually look for ways of raising standards and improving the business.
- Demonstrate a positive attitude towards new ideas, policies, procedures and promotions initiated by the office.
- Demonstrate a dedicated commitment to the charity.
- Computer literate, Outlook and word. Quick learner.

Personal Skills

- Highly motivated manager/supervisor with previous experience of a general retail environment.
- Experience of managing a team.
- Excellent interpersonal/communication skills.
- Ability to relate well at all levels, build and maintain friendly, helpful and supportive relationships with shop team, colleagues and customers.
- Positive and enthusiastic approach to team work.
- Respond positively to suggestions and feedback.
- Professional at all times when dealing with members of the public or shop volunteers.
- Adaptable and flexible.
- Reliable and well organised.
- Full driving license is required and access to a car.
- This is a hands on role and the work can be physically demanding, an ability to lift upto 10 kg may be required, handling training will be given.