

JOB DESCRIPTION

Title: Helen Rollason Retail Charity Shop Manager.

Hours: 2 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.

cont'd overleaf

Yvonne Stewart House, The Street, Hatfield Peverel, Chelmsford, Essex CM3 2EH
Tel: 01245 380 719 enquiries@helenrollason.org.uk

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

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.

cont'd overleaf

Yvonne Stewart House, The Street, Hatfield Peverel, Chelmsford, Essex CM3 2EH
Tel: 01245 380 719 enquiries@helenrollason.org.uk

- 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.