

JOB DESCRIPTION

- Job Title:** Charity Shop Manager
- Location:** Sawbridgeworth shop, 24 Bell St, Sawbridgeworth CM21 9AN
- Hours:** Saturdays 9 til 4 [6.5 hours] £12.00 per hour.
- Responsible to:** Head of Retail
- Purpose of role:** To manage the efficient running of the shop by maximising sales through every opportunity and managing controllable costs to ensure optimum net contribution.

Key responsibilities:

Sales

- To achieve maximum sales at all times.

Shop Appearance

- To maintain a high standard of display, both in window and inside the shop.
- To ensure the shop is kept clean and tidy at all times in line with the Retail Managers Handbook and as discussed.

Stock

- To price stock at a consistent level and at a level which will encourage maximum sales and profits.
- To encourage the public to donate saleable goods.
- To encourage the public to donate 'rags'
- To use the steamer where necessary to ensure the stock is presented to its best possible advantage.
- To ensure that stock is rotated in an efficient and timely manner.
- To ensure stock is presented in a tidy, organised and saleable fashion at all times.
- To keep merchandise clearly ticketed and priced.
- To hang, ticket & size all clothing as appropriate.
- To ensure that all non-hanging items, both books and "Bric a Brac", are prepared for sale in a timely manner.

Stockroom

- To sort donated stock to maximise sales opportunities.
- To keep the stockroom clean and tidy, and the stock in good order.

Volunteers

- To create a happy working environment and to increase efficiency and job satisfaction
- To assist in the recruitment and training of volunteers
- To identify any need for more volunteers within the shop and to help source extra volunteers (with support from the Head of Retail)
- To identify any training needs amongst volunteers in collaboration with the Head of Retail
- To deal with any volunteer personnel issues (with support from the Head of Retail)

Administration:

- To complete all administrative paperwork such as sales sheets correctly and promptly
- To bank all monies according to HRCC policy
- To communicate all necessary information regarding the running of the shop to the Head of Retail and where appropriate.
- To provide where possible mobile contact details to the Head of Retail in order to ensure that communication is effective.

Security:

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

Customer Service

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

Health Safety

- To keep fire exits clear, fire retaining doors closed and comply with all regulations regarding the HRCC Health and Safety Policy and as detailed in the Retail Managers Handbook.

Point of Sale material

- To ensure all Charity point of sale material (signs, POS material, tins, newsletters) is displayed in line with Charity standards but with respect to the individual requirements and limitations of each shop.
- To ensure that all posters displayed are current, 'clean' and in good condition

Awareness

- To promote awareness of all aspects of the Charity's work to the shop volunteers (support centres, clinical trials, fundraising activities) so that each individual associated with the shop has a clear understanding of what the Charity does and the positive impact it has on people's lives.

Fundraising

- To identify any opportunities for fundraising within the local areas adjacent to the shops (events, tins, collections)
- To carry out special promotions in the shop, either when requested by the Head of Retail, or when local events make a special promotion appropriate.

Skills required:

Core skills

- Ability to meet the local financial targets
- Work on own initiative and take responsibility for achieving objectives, but also to report to and carry out instructions from the Head of Retail.
- 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.
- Communicate local and regional objectives effectively to shop team.
- Continually look for ways of raising standards and improving the business communicating these effectively with the Head of Retail.
- Demonstrate a positive attitude towards new ideas, policies, procedures, promotions initiated by the Head of Retail.
- Demonstrate a dedicated commitment to the charity.

Personal skills

- An ability to relate well at all levels, building and maintaining friendly, helpful and supportive relationships with the Head of Retail, shop team, colleagues and customers, taking a professional approach at all times.
- An ability to show a positive and enthusiastic approach to team-working.
- An ability to comprehend all aspects of process and procedure as documented and provided related to the position.
- To be able to respond positively to suggestions and feedback. Feedback is welcomed.
- Adaptable and flexible.
- Reliable, well organised.