**Job Title:** **Shop Manager**

**Salary Range:** **£8.53 per hour**

**Reports to:** **Regional Manager**

**Location:**

**Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

**What we need?**

To manage the shop, in line with company policy, in order to maximise sales and profit and to help increase the profile of Shaw Trust. To communicate regularly with the Regional Manager on all operational and other relevant issues that affect the running of the shop.

**Are you right for the job?**

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

**Person Specification**

**Job title: Shop Manager**

(E = Essential D = Desirable)

| **SKILLS AND CORE COMPETENCIES** |
|---|
| **Technical competency (qualifications and training)** |
| **Experience**<br><br>▪ Managerial experience **(E)**<br>▪ Previous retail experience **(E)**<br>▪ Retail Management experience **(D)**<br>▪ Experience in training **(D)**<br>▪ Awareness of financial/cost controls **(D)** |
| **Skills and Attributes**<br><br>▪ Excellent customer service skills **(E)**<br>▪ Numerical skills **(E)**<br>▪ Good organisational and time management skills **(E)**<br>▪ Commitment to achieving sales targets **(E)**<br>▪ Good knowledge of local community activities and events **(D)**<br>▪ Ability to recruit volunteers **(D)** |
| **Personal qualities, communicating and relating to others**<br><br>▪ Smart appearance **(E)**<br>▪ Good communication **(E)**<br>▪ A flexible approach and ability to cope with varying demands of the role **(E)**<br>▪ Willingness to travel **(D)** |
| **Safeguarding**<br>Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**<br><br>This post requires a Criminal Records Bureau disclosure at Enhanced level **(E)** |
| **Other**<br>Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity **(E)** |

**Main Duties and Responsibilities**

**Duties**

1. To be responsible for the day to day management of the shop, to enable the shop to operate effectively and achieve its maximum trading potential.

2. To maintain a high standard of presentation in the shop, ensuring that regular rotation of stock is carried out in line with current company policy.

3. To monitor stock and liaise with the Regional Manager when extra stock is required.

4. To manage the Assistant Manager and/or Sales Assistant effectively and give training on company operating methods as required.

5. To recruit, train and manage a sufficient number of volunteers to provide adequate cover during shop opening hours.

6. To keep the Assistant Manager and other shop staff informed of all operational matters and communicate any Head Office instructions.

7. To arrange meetings with the volunteers to keep them informed of relevant information and recent developments such as changes to company policy.

8. To maintain a high level of housekeeping and hygiene. Oversee that all staff carry out their duties with regard to keeping the shop clean and presentable.

9. To promote high standards of customer care, making staff and volunteers aware that customers should be treated with courtesy and attention at all times.

10. To monitor sales performance and to work with the Regional Manager to achieve agreed sales budget figures.

11. To work with the Regional Manager to remain within the agreed shop budget.

12. To control and maintain the security of stock and cash at all times and ensure monies are banked daily.

13. To maintain all administrative procedures and complete appropriate paperwork accurately and on time.

14. To adhere to health and safety regulations and ensure that staff and volunteers work in a safe manner and are trained to use equipment.

15. To notify the Regional Manager of any repairs or maintenance that is required.

16. To ensure all national promotions are implemented promptly and accurately.

17. To take full advantage of any local activities that offer either additional sales opportunities or promote the work of the Trust.

18. To attend Regional meetings and other meetings as required.

19. To adhere to Shaw Trust policies and procedures and quality standards.

20. To promote the Trust 's aims and objectives.

**Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised

course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

10. Recycle and manage energy within your environment.