

JOB DESCRIPTION

Job Title: Shop Manager
Location: South Molton
Reports to: Retail Manager
Salary: £17,308
Hours: 37.5 hours pw
Holiday: 247.5 hours pa pro rata inc bank holidays

SUMMARY

To manage the day to day running of the shop in order to maximise sales and net profit.

RESPONSIBILITIES & DUTIES

1. Achieving Targets

- 1.1. Achieve and aim to exceed annual sales budget
- 1.2. Achieve and aim to exceed gift aid claim target
- 1.3. Control stores expenditure and balance the stores profit and loss account
- 1.4. Day to day management of the Trust's charity shop including all legal requirements
- 1.5. Report to the Retail Director on a regular basis to review the performance of the shop
- 1.6. Oversee stock sorting, presentation and rotation
- 1.7. Ensure that unsaleable items are sorted and prepare for recycling or waste
- 1.8. Maintain a high degree of commercial awareness
- 1.9. Ensure health and safety procedures are carried out within the shop and properly documented

2. Leadership, Support and Development

- 2.1. Promote a culture of service, professionalism and continual improvement
- 2.2. Support the Strategic Plan, attend regular reviews and meetings and develop sponsor role¹
- 2.3. Ensure effective 1:1 management, coaching and development of store team
- 2.4. Offer support and guidance to volunteers
- 2.5. Cooperate with other fundraising initiatives including promotion of DAAT lottery and events
- 2.6. Encourage and support customers involved in local initiatives
- 2.7. Effectively communicate local initiatives to relevant departments

3. Customer Service

- 3.1. Be an ambassador for DAAT maintaining public relations and promoting the service
- 3.2. Ensure customers are treated with respect and a friendly but professional manner
- 3.3. Take ownership for customer complaints and feedback adhering to company policy
- 3.4. Ensure donated goods are received with appropriate thanks and sensitivity
- 3.5. Promote Gift Aid registration to new donors

PERSON SPECIFICATION

ITEM	ESSENTIAL	DESIRABLE
QUALIFICATIONS /SKILLS	<ul style="list-style-type: none">• Basic information technology skills sufficient to use Outlook and carry out administrative tasks	
SPECIAL SKILLS	<ul style="list-style-type: none">• Able to work unsupervised and act on own initiative	

¹ Each shop manager will take on the role of sponsor for a defined development area

WORK EXPERIENCE	<ul style="list-style-type: none"> • Retail experience 	<ul style="list-style-type: none"> • Experience of working in charity sector • Previous retail management experience • Previous line management experience
SPECIAL FACTORS RELEVANT TO THE POST	<ul style="list-style-type: none"> • This post will involve lifting and carrying so candidates need to be physically fit and willing to undertake training • A willingness to undertake statutory training and any professional development as deemed appropriate by the Trust 	
COMPETENCIES	Problem Solving; Team Working; Taking Responsibility; Communication; Customer Service; Initiative/Resourcefulness	

This job description is not intended to be an exclusive indication of the duties the post holder may undertake and will be subject to review. All employees will be expected to carry out any duties reasonably required by the trust.