

## Role Profile

<b>Title:</b> Shop Manager
<b>Reports to:</b> Area Manager
<b>Department and Division:</b> Retail Division
<b>Direct Reports:</b> Assistant Shop Manager/Volunteers
<b>Budget/Resource Responsibility:</b> Store Sales Budget/Profit budget
<p><b>Role Purpose:</b></p> <p>To effectively manage the day-to-day running of the shop with the aim of achieving optimum profit by maximising sales and controlling direct shop expenses</p>
<p><b>Key Dimensions</b></p> <p>To manage a team of staff including volunteers with the aim to effectively run the shop on a daily basis and to regularly plan ahead in order to have a successful shop</p>
<p><b>Accountabilities</b></p> <ul style="list-style-type: none"> <li>• To ensure the store sales performance is maintained and to seek ways to improve the stores performance on a continuous basis</li> <li>• To manage all aspects of stock preparation; ensuring that the shop is sufficiently stocked; encourage donations</li> <li>• To ensure best use of van collections, haulier and textile bank, recycled stock and other generated stock</li> <li>• To demonstrate excellent customer service and promote good practice within the shop</li> <li>• To meet required performance standards and targets. Motivating and supporting shop staff and volunteers in the achievement of Key Performance Indicators</li> <li>• To recruit, retain and develop an adequate team of volunteers</li> <li>• To be ultimately responsible for cash handling, banking and associated administration, ensuring that all till operations are carried out in accordance with Scope's policies and procedures</li> <li>• To comply with Scope's policies and procedures, particularly in relation to shop security,</li> </ul>

health and safety regulations and the processing of administration

- To inform Area Manager or other appropriate manager of any concerns regarding non compliance, in respect of Scope's policies and procedures, ensuring that confidentiality is maintained at all times
- To conduct performance development reviews and staff appraisals ensuring the Area Manager is advised of any identified training needs
- To maintain a good standard of housekeeping, which creates an environment that is both pleasant and safe for customers, shop staff and volunteers
- To present a positive and professional image to customers, staff and volunteers at all times
- The post-holder is expected to work to further the mission and aim of Scope, and to comply with Scope's policies and procedures
- This is not an exhaustive list of responsibilities and the post-holder will be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by relevant line management

### **Work-related circumstances**

#### **Essential**

- Must be willing to work on Saturdays, and Bank Holidays as required
- For Sunday-opening stores, must be willing to work on Sundays
- For stores who do not open regularly on a Sunday, must be willing to work the occasional Sunday as required in line with peak trading periods such as Christmas and sales promotions
  - Must be willing to undertake relevant training and attend meetings as required
  - Must be prepared to work in other shops occasionally if requested
  - Must be willing to act as key holder
  - Must be able to lift heavy and/or bulky items

### **Knowledge and Skills**

#### **Essential**

- Proven organisational and prioritising skills
- Ability to work independently and as part of a team
- Numerate with the ability to calculate figures and competently undertake administration
- Possess an interest / awareness in fashion trends
- Experience of dealing with customers and providing excellent customer care
- Experience of recruiting, managing and motivating a team

#### **Desirable**

- Knowledge of selling and merchandising

Experience of working in a retail environment

- Experience of conducting staff appraisals and/or performance development reviews

### **Job Breadth and Communication**

- Ability to communicate well with the general public
- Ability to motivate self and others
- Ability to deal with confidential information in an appropriate manner

### **Decision Making**

- To make decisions in line with trading requirements within the remit of the day-to-day running of the store

### **Problem Solving/Creative Effort**

- To look at different ways to attract and retain volunteers. Initiating ideas/solutions to encourage more sales and donations

### **Accountability and Impact**

- Accountable for the stores sales and profit budget
- Accountable for expenses and petty cash
- Accountable for cash handling, banking and security associated with the task
- Accountable for the Health and Safety processes within the store
  
- Be approachable and enthusiastic, be willing to respond to change positively
- Act as role models, take time to understand staff and volunteers' concerns and aspirations