

JOB DESCRIPTION

Job Title:	Shop Manager
Department:	Income Generation
Reporting to:	Area Manager
Responsible For:	Assistant Shop Manager, Volunteers

Purpose of Role:

As one of our Shop Managers you'll be responsible for the day to day running of the shop working to maximise income and profit so that we can make a real difference to cancer patients and their loved ones. You'll represent the Charity in our local communities, recruit, motivate and coach the team including your Assistant Manager and Volunteers as well as providing excellent customer service and a great shopping experience.

Main Duties and Responsibilities:

Shop Standards:

- Deliver and maintain exceptional retail standards including visual merchandising, range selection and effective pricing relevant to the local community
- Create a welcoming atmosphere for customers, supporters, donors and volunteers while delivering high standards of customer service
- Make sure there is always sufficient stock on the shop floor at all times and that there is an efficient stock management system in place to process stock from the back room to the shop floor
- Provide a safe working environment that protects staff, Volunteers and the public
- Take overall responsibility for the shop premises
- Optimise shop opening times and make sure necessary cover is maintained when the shop is open

Commercial Performance and Community Engagement

- Achieve your sales targets and run a cost effective operation against set budgets
- Maximise the income and profit of donated goods through effective stock management

- Analyse sales figures weekly, monthly and quarterly to make informed commercial decisions
- Source high quality stock through community links, volunteer local knowledge and creative initiatives
- Actively support national and local organisational fundraising activities promoting the charity in the community
- Identify, manage and promote opportunities for fundraising in your community
- Educate the community and promote the services of the Charity through the effective use of materials and communication in the shop
- Keep the team informed and engaged through ensuring all relevant communications are shared with the Assistant Manager and Volunteers
- Work with and support the wider team such as our Choirs, fundraising groups and other shops to support the delivery of our retail plans
- Provide relief cover to other shops where required
- Properly dispose of all unsaleable items; maximising recycling revenue at all times

People Management:

- Actively recruit and manage Volunteers, provide training and development so they can carry out their roles efficiently and confidently
- Manage and be responsible for the training, development and performance management of the Assistant Shop Manager, making sure they're working to agreed objectives
- Keep the team informed and engaged by making sure all relevant communications are shared with the Assistant Manager and Volunteers
- Maintain company policies, shop standards and operating procedures by effective communication to staff and Volunteers
- Make sure that equality & diversity policies are adhered to, providing a safe, supportive, welcoming and inclusive shop environment that supports the charity's values

Administration and Procedures

- Be accountable for implementing, managing and complying with Tenovus Cancer Care policies and procedures including Shop Operating standards, Health and Safety, Data Protection, Gift Aid etc.
- Make sure that your Assistant Shop Manager and Volunteers comply with all Tenovus Cancer Care policies and procedures
- Report any Health and Safety or maintenance issues in the shop to your Area Manager

or appropriate people at Head Office

- Communicate all relevant information to your Area Manager and Head Office as required
- Complete all administration and paperwork accurately and on time making sure that financial, cash handling and security procedures are complied with

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Previous retail experience in the commercial or charity sector	●	
Proven experience of managing a team including recruitment, development and performance management	●	
Experience of meeting and exceeding targets	●	
Experience of analysing and interpreting data and using it to make commercial decisions	●	
Experience of dealing with customers and providing excellent customer service	●	
Knowledge and experience of using computers	●	
Experience of stock management and visual merchandising	●	
Experience and understanding of administration procedures including cash handling and financial controls		●
Experience of recruiting, managing and motivating volunteers		●
An awareness of retail and shopping trends		●
Skills		
Strong leadership and motivation skills	●	
Strong drive to achieve results	●	
Ability to build and develop a team to successfully achieve targeted income	●	
Excellent interpersonal and communication skills with the ability to make people feel valued	●	
Excellent planning and organisational skills	●	
Able to act on own initiative and take a proactive approach	●	
Able to prioritise workload and delegate tasks effectively	●	
Other		
Flexible approach to working hours including working Saturdays, some Sundays and Bank Holidays as required. Also prepared to cover in other shops when requested		
Undertake relevant training and attend meetings as required that may include occasional long distances or overnight stays	●	
Experience of implementing safeguarding procedures for vulnerable adults or children		●
Experience of being responsible for or putting into practice Health & Safety procedures		●

