

## **Shop Manager Job Description**

<b>Job Title:</b>	Shop Manager
<b>Reports To:</b>	<b>Retail Support Manager</b>
<b>Location :</b>	<b>Enniskillen</b>
<b>Hours:</b>	35 Hours per Week ( 9.00-17.00 hours ) including Saturday working
<b>Salary:</b>	£22,369 per year and Pension Scheme

### **Summary of Main Responsibilities**

To effectively manage the running of the shop, with the aim of achieving optimum profit by maximising sales and controlling direct shop expenses.

To motivate and manage staff and volunteers in order to ensure the efficient running of the shop.

To ensure financial procedures are adhered to regarding cash handling, banking and associated administration.

To promote and manage gift aid in order to drive additional income for Cancer Focus NI

### **Specific Duties**

#### **Finance and Security**

- Drive sales and control costs to ensure that sales and profit targets are achieved.
- Review Profit and Loss report and action recommendations to drive profit
- Ensure cash handling, banking and till procedures are adhered to in accordance with the Cancer Focus cash and security rules
- Prepare and complete all relevant paperwork pertaining to systems and procedures within the relevant timescales
- Ensure shop is opened and adequately staffed during trading hours
- Act as a Key Holder and ensure premises are properly secured and maintained

#### **Commercial**

- Review weekly departmental sales and action any required layout changes
- Maintain high standards of merchandising and display

- Provide excellent customer service and promote best practice within the shop
- Implement seasonal layout and window displays to maximise sales
- Ensure Cancer Focus information leaflets are on display and easily accessible

### **Operations**

- Encourage donations and prepare stock to ensure that the shop is stocked to agreed levels
- Price stock in order to return maximum income for the shop
- Order stationary and equipment supplies through the Retail office
- Liaise with Retail Office for donation pick ups or deliveries

### **Human Resources**

- Recruit , train and develop a team of staff and volunteers to a high standard
- Write and conduct annual appraisals for Assistant managers
- Ensure new starts induction training is complete and follow up with 3 month and 5 month probationary reviews.
- Participate in all relevant training and initiatives provided by the charity
- Be prepared to work at various locations as required

### **Gift Aid**

- Promote donor sign ups for gift aid and input all gift aid donor personal details to ensure data protection and accuracy.
- Process gift aid items with correct individual barcode and price accordingly.
- Review weekly Gift Aid report and follow up with required actions

### **Management Reporting**

- .Complete End of Day procedures and run daily departmental reports.
- Complete Weekly sales summary and return to the Retail Office with all till and banking slips
- Report weekly sales total to Head of Retail each Friday
- Read Weekly Report email and communicate any concerns or queries with Head of Retail

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

## **Personnel Specification Shop Manager**

The Personnel Specification shows essential skills, abilities, knowledge and / or qualifications required to be able to carry out the duties of this post. Therefore, please address, in completing your CV, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

### **Essential Criteria**

- Over 2 years Retail sales experience
- Friendly and outgoing personality, with good communication skills
- Numerate with the ability to calculate figures and competently undertake administration
- Able to work flexibly over a six day week
- Computer literate

### **Desirable Criteria**

- Retail experience in the fashion industry
- Good merchandising and display skills
- Ability to manage, motivate and train staff and volunteers
- Experience of dealing with customers and providing excellent customer care

### **Additional Note**

- The successful candidate for this post will undergo an AccessNI check