

Job Description

Shop Manager

1. Job Purpose

To lead and manage a shop team to drive forward a top selling sales culture both on the shop floor and using online selling platforms, to ensure required targets are achieved, and customers and donors receive the highest standards of customer service.

2. Key Tasks

Operational

- To ensure that the shop provides exceptional standards of customer service and a positive shopping experience, supporting all members of the shop team to meet the same standard. To strive to make each customer and donor interaction the best it can be to enhance customer relationships, increase customer loyalty and accelerate shop growth.
- To take responsibility for managing the shop cost control and sales budget and proactively develop and implement plans to recover any shortfall so that targets are maintained throughout the year.
- To ensure the security, maintenance and cleaning of the shop premises, reporting any faults and damage promptly for action. To have an understanding of the shop lease terms in respect of repairs and maintenance to be able to contribute to refurbishment planning.
- To prepare donated goods for display, maintaining an attractive display to maximise the turnover of stock. To ensure that items are marketed to attract the highest price making use of alternative means of selling such as ecommerce as necessary.
- To work collaboratively with the retail team to support relief cover, share best practice and ensure donations are maximised through store transfers rather than through recycling.
- To ensure the safe disposal of all waste goods and refuse, maximising any income which can be generated from recycling.

Strategic

- Working with the Retail Area Manager to develop a short to medium term shop plan to include targets and key performance indicators, customer profile and engagement, volunteer support, North Yorkshire Hospice Care's brand recognition and new ideas and promotions to increase sales.
- To work with the Community Relationships Team to proactively support the marketing of the stores and sales and fundraising promotions.
- Attend and participate in meetings, training and other fundraising events as part of the fundraising team.

Financial

- To support the whole shop team in maximising the use of the EPOS system and promotion of Gift aid. To use the information from EPOS system to support and evidence performance management, team management and customer profiling for the shop. To be accountable for the shop takings, ensuring that correct records are maintained and provided to the Finance Team in line with procedures.

Regulatory

- To prepare for planned, regular shop visits with the Retail Area Manager to discuss areas such as shop plan progress, shop performance including key KPIs, ASP, sales space analysis, and profit, team, training, operational issues, shop design and layout, new ideas and health and safety.
- To manage the day to day operation of the retail store ensuring policies and procedures are adhered to, that the required standards for health and safety and trading standards are met and that excellent standards in housekeeping and merchandising are maintained.

Management

- With the appropriate guidance from the Retail Area Manager and HR & People Team to lead and manage a strong, knowledgeable, and commercial shop team through effective recruitment, induction, appraisal, training, and performance management processes.
- The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Key results/objectives/measures of success

1. Income

Financial KPI's are achieved or exceeded, including donated sales & gift aid.

2. People,

To deal with all HR issues in a timely manner following NYHC policies and procedures, obtaining support from HR & people and line manager as necessary.

Overarching responsibilities

- Embedding the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
- To live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.
- To work in accordance, and fully comply, with our organisational policies and procedures.
- To carry out all duties in accordance with the law, , regulations, organisational frameworks, recognised professional guidelines and the have a commitment to FREDIE, integration and collective decision making.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals and regular contact meetings.

1. Terms and Conditions

Reports to: Retail Area Manager

Responsible for: Shop team

Hours: 37.5 Hours

Location: North Yorkshire Hospice Care sites

2. Person Specification

What is required?	Is it essential or desirable? <i>Essential = E Desirable = D</i>	How is it assessed? <i>Application = A Interview = I Task/Assessment = T</i>
Education/Qualifications		
1. Good general education	E	A
Experience		
1. Experience of charity, commercial or independent retail at assistant manager level or above	E	A/I
2. Experience of working to and achieving targets.	E	A/I
3. Experience of managing or leading a team	E	A/I
4. Experience of working with an EPOS system.	E	I
5. Experience of selling online	D	I
Knowledge/Skills		
1. Empowering people manager.	E	A/I
2. Excellent communicator.	E	I
3. Excellent skills in customer service.	E	I
4. Excellent sales skills and ability to identify new opportunities for increasing sales or reducing costs including stock management and recycling and waste efficiencies.	D	I
5. Ability to design, implement and monitor a shop plan.	D	I
6. Ability to set and manage a shop budget to monitor performance against set targets and key KPIs, ASP, sales space analysis, etc.	D	I

7. Merchandising skills.	D	I
8. Good logistical skills.	D	I
9. Good organisational skills.	E	I
10. Good numeracy skills	E	I
11. Knowledge of furniture, collectables, and vintage items	D	I
12. Knowledge of health and safety and trading standards in a retail environment	E	I
13. Understanding of shop lease requirements and responsibility to support repairs, maintenance, and refurbishment	D	I
14. Skilled in Gift Aid management and administration process	D	I
15. An understanding of working with volunteers	D	I
16. Ability to work autonomously and within a team	E	I
17. Working knowledge of Microsoft Office and Teams and/or Zoom	E	I
18. Understanding of data protection and GDPR	E	I
19. Good understanding of safeguarding	D	I
Personal Attributes		
1. Passion for sustainable retail and maintains a good knowledge and understanding of marketplace, competitors, and trends	D	I
2. Driven by values and integrity, takes responsibility and accountability, builds confidence, and leads by example	E	I
3. Thrives in a fast paced, challenging, and unpredictable environment	D	I
4. Works calmly under pressure to execute a wide variety of tasks	E	I
5. Collaborative and seeks out and supports opportunities to support whole business and not silo needs of individual store	E	I
6. Able to deal sensitively and professionally with enquiries and contacts from the public	E	I
7. Flexible working practice with ability to work unsocial hours when required	E	I

8. Demonstrate a commitment to NYHC's aims and objectives through its core values and behaviours	E	I
9. Promote and sustain a responsible attitude towards diversity and inclusion within NYHC	E	I
10. Demonstrate a commitment to on-going learning and development and to participate in any training relevant in the role	E	I
11. Ability to manage physical aspects associated with the role	E	I
12. Ability to travel between shops and hospice when required	D	I