



Children's Hospices Across Scotland

JOB DESCRIPTION – SHOP MANAGER

Job Details

Job Title – **Shop Manager**
Responsible to – **Retail Development Manager**
Job Family – **Retail**

Location – **Kinross**
Salary – **CHAS Band 2**

Job Purpose

Working within the culture, ethos and philosophy of CHAS, ensures the efficient day to day running of the CHAS charity shops, and related activities to maintain a high level of service to the public and maximise income and raise awareness of CHAS.

Job Activities

Retail Operations

- Supervise the work of the Shop Assistant Manager, providing support and coaching where required
- Promote a service driven culture, providing excellent customer service to help maximise sales, donations and the profitability of the shops
- Assume full responsibility for the day to day running of the shops, liaising with the Assistant Shop Managers to ensure standards are maintained at all times
- To be an ambassador for CHAS in the shops, promoting and bringing to life the communication of key activities, messages and the wider strategy to customer and the Retail Volunteer Team
- Proactive in generating additional income through implementing and supporting local initiatives in line with the CHAS fundraising strategy and Community Fundraising Team
- Initiate and promote improvement activity opportunities to grow and develop the Retail business, including offsite sales
- Promote a high standard of visual merchandising and display throughout the shop, maintaining housekeeping standards at all time
- Collaborate across CHAS Retail teams to ensure appropriate and timely movement of stock
- Lead the team to develop commercial decision-making to drive best use of space available in the shops
- Manage stock processes to ensure correct density levels, processing to agreed quality, amounts and stock rotation system so that stock moves quickly
- Promote seasonality of stock and proactively target themes to maximise visual merchandising opportunities in windows and across the shop floor
- Source and prepare stock for upcycling and monitor collection of recycling waste and auction stock

- Maintain paperwork relevant to job activities, (stock donation information and sales information) and complete any gift aid administration as is appropriate
- Promote excellence in Customer Service, dealing with suggestions effectively and managing queries to avoid complaint escalation. Timely logging of complaints with root cause analysis for action to improve
- Open and close the shop and complete end of day cash reconciliation procedures, operating Kudos system in line with procedures

Volunteer Engagement

- Support the recruitment and retention of volunteers, where appropriate deliver training on key processes and messages, ensuring consistent delivery
- Promote CHAS values to motivate and engage volunteers, recognising achievements where appropriate
- Deliver volunteer huddles to build engagement, increase understanding of volunteer contribution to CHAS financial performance, raise awareness of CHAS wider achievements, sharing successes and encouraging ideas for improvement
- Lead and direct volunteer activity in the shop and supervise their work, ensuring that volunteers deliver a quality service and that they feel valued
- Draw up rotas for volunteers, ensuring adequate shop coverage at all times and any absence and holiday gaps are proactively closed

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties
- Act as the Site Responsible Person and take control should an event occur that requires immediate safety attention

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and cooperates with CHAS in complying with its legal duties

Risk Assessment

- Carry out risk assessments with the Retail Development Manager to ensure, at all times, the safe running of the charity shop

Dimensions

- Frequently has contact with the Shop Assistant Manager, Retail Development Manager, Retail Team, Community Fundraising Team, customers, volunteers and supporters
- Post holder co-ordinates work for the Shop Assistant Manager, volunteers and provides general supervision and support to volunteers as a members of staff
- Required to reconcile takings from the charity shops and bank takings

Decisions and Communications

Decisions

- Within the agreed management structure in CHAS works within clearly defined procedures, with most work issued by the Retail Development Manager
- Judgement and initiative required to deal with customers in the charity shops and donated stock

Communications

- Develops and maintains relationships with CHAS staff, volunteers and supporters to ensure effective and efficient support for CHAS Trading activities and a raised profile for CHAS in the community



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PERSON SPECIFICATION – SHOP MANAGER

Skills, Abilities, and Knowledge

Essential

- Basic level of IT competence
- Knowledge of stock control systems
- Knowledge of fashion and trends in commercial environment
- Ability to work effectively as part of a dynamic team
- Good communication and inter-personal skills
- Planning and organising skills
- High level of accuracy and numeracy skills

Desirable

- None

Method of Assessment – Application Form and Interview

Experience

Essential

- Experience in a retail/retail charity/fashion/commercial environment
- Experience of delivering good customer service
- Experience of visual merchandising

Desirable

- None

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Acts with integrity
- Works co-operatively with colleagues to improve service
- Forms meaningful relationships with others
- Demonstrates initiative and acts with effectiveness
- Accountable for own actions and decisions
- Commitment to ongoing learning and development
- Commitment to CHAS core value, vision and purpose
- Commitment to working with/supporting volunteers
- Professional attitude to work
- Views change as a natural, positive and a continuing process

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites
- Access to a car and full driving licence

Desirable

- None

Method of Assessment – Application Form and Interview