**Clyde Shopmobility**

**Role Description:** Service Manager

**Responsible To:** Chair of the Trustee Board

**Responsible For:** Service Staff, Volunteers and Contractors

**Salary:** £26,000 - £28,000 per annum (37.5 hours – across 5 of 7 days. Monthly weekend working will be required)

**Probationary Period:** 4 months

Clyde Shopmobility is a dynamic user-led charity providing a range of services for people living with disability, age, and mobility challenges. We are seeking an enthusiastic and engaging individual to help us grow our service provision and better meet the needs of our clients.

The service has recently commenced operating across 7 days a week, providing powered wheelchairs and mobility scooters to enable older people and people with disabilities. The service also offers disability equipment to enable people to remain more independent.

**Job Purpose**

This role has been re-designed in line with our ambitions for the future. Your role will be to manage all aspects of operating the Shopmobility Service, delivering an exemplary service to all visitors, enquirers, members and partner agencies. You will ensure that all appropriate standards of security and health and safety are met. A PVG is required for this post.

**Principal Duties:**

* Managing the Shop on a day-to-day basis, ensuring the shop-front premises is open seven days and appropriately staffed. You will manage and support our staff and volunteers to achieve desired outcomes and high performance
* You will be responsible for the security of the Shop, acting as main keyholder and ensuring keys are available for the necessary staff if not personally on duty.
* Recruitment, training and support of staff and volunteers; encouraging an active interest in the service.
* Maintaining and updating rotas to ensure staff and volunteers know what their commitments are and hosting weekly staff meetings/product knowledge sessions.
* Lead on the development of services and products responsive to the needs of visitors and service users.
* Manage the ordering of saleable stock, merchandising and stock control.
* Support the board to develop and implement plans to maximise income generation opportunities.
* Ensure the service creates a welcoming, professional and positive image and equipment/goods are displayed in an attractive and presentable manner
* Host promotional events as required and attend relevant partner meetings, representing the service and its interests positively and professionally.
* Manage all administration procedures relating to the operation of Shopmobility, including receiving payments, cash reconciliation and banking.
* Oversee the shopmobility booking system and ensure accurate records regarding membership, usage and equipment hire (MS Office knowledge required)
* Ensure that premises and equipment are safe, clean and serviceable.
* To ensure that statutory responsibilities are met concerning Health & Safety, fire regulations and all Clyde Shopmobility policies and procedures are adhered to. Also ensure the service complies with the Health and Safety and the Data Protection Acts
* Commit to and undertake regular training sessions to extend and update own knowledge.
* To undertake any other duties commensurate to the post not specifically mentioned in this job description.

**Person Specification**

* Experience of collaborative working and developing positive relationships
* Commitment to equality, inclusion, diversity and challenging inequality
* Solution-focused and committed to problem solving
* Ability to provide up to date, accurate and detailed information in reports & presentations which are accessible to a wide range of users and recipients
* Demonstrate sound judgement and discretion
* Responsive to changing demands and priorities.