

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Shop Manager
<b>RESPONSIBLE TO:</b>	Area Manager
<b>HOURS OF WORK:</b>	As per contract
<b>LOCATION:</b>	As per contract
<b>JOB PURPOSE:</b>	<b>Ownership of all aspects relating to the shop to maximise the income and profit of the shop through commercial decision making, delivering new concept layout and promoting the shop through recruitment and coaching of volunteering.</b>

### DUTIES AND RESPONSIBILITIES:

You will be responsible for maximising income by taking ownership of the shop operation over 7 days trading in order to exceed profit targets, by managing staff and volunteers to deliver high standards within a new concept Store. You will also need to be a good organiser and be commercial driven. You will be responsible for seasonal layout changes, and seek external opportunities through events and social promoting to make this shop 'destination charity shop' within the town.

### PARTICULAR RESPONSIBILITIES:

- a) To be responsible for achieving an annual budget of shop income which will be agreed with the Area Manager.
- b) To produce weekly commercial reports on performance based on EPOS sales to be presented to Area Manager and Retail Manager.
- c) To ensure that the shop is opened for a full trading week, supporting with shift changes and flexible to sudden changes. Security awareness required to ensure sufficient staff are present on the shop floors at all times.
- d) To recruit, induct, train, supervise and motivate all those working in the shop, encouraging development of all concerned through the delegation of responsibility and the development of the shop team.
- e) To have a clear volunteer recruitment strategy and work with Volunteer co-ordinator to attend fairs or external opportunities to promote the shop volunteer gaps.
- f) To ensure that the interior and window presentation is maintained and that customers statutory rights are reserved at all times.
- g) To ensure that all monies and stock are handled according to LOROS financial and security procedures, including the receipting of cash donations.

- h) To ensure that the sorting and pricing of donated items is done in accordance with LOROS policy and that evidence of commercial decisions are presented on shops strategy. Making commercial decisions through regular analysis of EPOS reports to support decision making and changes within a fast paced environment.
- i) To maintain adequate stock of all shop supplies through sundries ordering in line with shop budget. Reducing waste where possible and following all labelling guidelines.
- j) To ensure that the shop complies with the appropriate HASAWA legislation.
- k) To attend such meetings, seminars and conferences as requested by the Retail Manager.
- l) To be conversant with LOROS shop policies and objectives and to ensure that staff and volunteers understand and follow such policies.
- m) Seek, suggest and implement external opportunities and / or calendar of events to increase footfall within the shop through promotional events or additional trading hours.
- n) Promote the shop positively through social media to raise awareness and footfall within the shop. Taking ownership of Shops Social Pages.
- o) To assist with moving, lifting, and assembling furniture, ensuring smooth and efficient deliveries for both our drivers and customers.

## **GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....  
**Post Holder**

Signed..... Date .....

**Line Manager**