**JOB DESCRIPTION**

**Job Title: Shop Manager**

**Department: Corporate Services**

**Salary: £20,000 per annum**

**Responsible to: Fundraising & Grants Officer**

**Responsible for: A team of volunteers**

**Main Purpose of Post:**

The Shop Manager will generate income for Hillcrest Futures through the sale of goods at our high street charity shop. The Manager will also develop and deliver other methods of selling donated goods to meet our sales targets.

As a member of the Fundraising and Grants Team, the Shop Manager will recruit and manage a team of volunteers to run our charity shop to support the delivery of our fundraising objectives.

**Responsibilities:**

* The Shop Manager will contribute at operational level to support the effective delivery of Hillcrest’s fundraising priorities.

**Main Duties:**

* Achieve sales targets by maximising income through sales, proactive stock generation, optimum pricing and processing of stock
* Encourage the donation of quality goods while managing levels of stock to ensure safe practice, including within an off-site storage unit
* Maintain visual merchandising standards in store and deliver a programme of promotional initiatives and events
* Recruit, support and manage a team of volunteers, some of whom may be vulnerable adults or young people, to ensure the store is able to trade effectively and that all appropriate policies and procedures are adhered to
* Provide an excellent customer experience to visitors of the shop while maximising income and generating donations.
* Act as an ambassador for Hillcrest Futures, promoting the charity and supporting its objectives

**Customer and Partnership Working:**

Work constructively with internal staff, external organisations and donors to deliver effective fundraising activities.

* Communicate and liaise externally with a range of agencies and stakeholders to support revenue generating activities.
* Offer support and guidance to staff, volunteers and donors relevant to fundraising activities

**To attend events out of hours (where applicable) as required, and carry out any other reasonable duties as required by the organisation**

**SUMMARY OF MAIN TERMS AND CONDITIONS**

A statement of the main terms and conditions of service will be supplied upon offer of appointment. The information given below is intended as a guideline for candidates.

**POST:** Shop Manager

**SALARY:** £20,000 per annum

**HOURS:** 37.5 hours per week, with days worked being flexible from Monday to Sunday but from time to time it may be necessary to work additional hours to complete your duties.

**OVERTIME:** No payment will be made in respect of overtime of less than ½ hour worked on any day. Payment at overtime rates will not be made to part-time employees unless more than the full time hours are worked in a week. Where overtime is required and (except in exceptional circumstances) authorised in advance, it will be paid at the following rates (for hours worked in excess of full time in any one week): First 8 hours of overtime: time and a half, any further hours worked: double time.

**HOLIDAYS:** The annual leave year is from 1st January to 31st December. The entitlement to annual leave is 32 days including statutory rising to 37 over a 5 year period.

**SICKNESS:** A comprehensive sick pay scheme is provided by the Hillcrest Homes.

**PENSION:** Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution Scheme with a company called NOW Pensions. From the 1 April 2019 contributions will be a staff contribution of 5% with an employer contribution of 3%.

Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join HH Defined Contribution Scheme with TPT Retirement Solutions where the employee currently contributes 8.5% or earnings and the Organisations contribution is 8.5%.

**EQUAL**

**OPPORTUNITIES:** Hillcrest Homes has an Equality and Diversity Policy in place and all employees are expected to develop an understanding of, and demonstrate a commitment towards, equal opportunities.

**PROBATIONARY**

**PERIOD:** Confirmation of appointment is subject to the successful completion of a 6-month probationary period.



**Person Specification – Shop Manager**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications** | * There is no specific qualification required for this post |  | N/A |
| **Experience** | * Demonstrable experience in retail with experience of managing a team * Proven track record of providing excellent customer service and an ability to develop relationships with customers and external contacts * Strong administration experience and knowledge of cash handling procedures * Demonstrable visual merchandising experience in a retail environment | * Experience of working in a charity shop * Proven experience in motivating, mentoring and leading a team of volunteers * Experience of working to targets | Application form  Interview |
| **Proven Competencies** | * Demonstrable self-starter with the ability to work to deadlines under pressure * Ability to interpret and implement procedural instructions from line management and issue clear guidance to volunteers * Commitment to continuous professional development * Demonstrable excellent persuasion and negotiation skills | * Awareness of data management and knowledge of GDPR * Proven ability to work and respond to volunteers from a wide variety of backgrounds, ages and abilities | Application form  Interview  Test |
| **Knowledge and Skills** | * Understanding of the potential value of donated items and maintain and sell quality items * Strong IT skills, good knowledge of using email, social media platforms and online auction sites * Excellent commercial awareness and judgement and ability to make decisions appropriate to the situation * Ability to communicate well with people from all backgrounds * Creative approach and an eye for current fashion trend and attention to detail | * Knowledge and use of EPOS system * Knowledge of Gift Aid and how it operates in relation to donations and giving * Knowledge of the local area and community * Basic knowledge of key legislation including Health and Safety, Fire regulations, risk assessment and awareness of Adult Support and Protection issues | Application form  Interview  Test |
| **Additional Role Specific Requirements** | * Willingness to work outside standard opening hours at various locations when required * Manual handling ability | * Driving license | Interview |