

## Shop Manager Job Description

**Responsible to:** Retail Area Manager

**Location:** Wareham, Dorset

**Hours:** 40 hours across 5 days per week (Monday - Saturday)

**Salary:** £27,060.80 per year

**Aims:** Maximise shop sales and profits and to represent MGAR as an efficient and charitable organisation, by ensuring that your actions reinforce the MGAR values and beliefs.

### Job Overview



- To drive and generate stock from van collections and walk in customers.
- To process stock out onto the shop floor and to generate volunteers to support this action.
- To provide high quality customer service for you and your team.
- To recruit and train a team of volunteers to support the needs of the shop.
- To maintain a high standard of merchandising onto the shop floor.
- To actively participate in monthly meetings with your Assistant Manager and at MGAR manager meetings.
- To manage and maintain budgets & financial targets in the shop.
- The role is typically around 80% processing & shop floor standards and 20% administration.
- The staffing compliment is usually 2 paid staff members per shop and approx. 10 – 15 volunteers.

### Main Duties and Responsibilities

#### Sales:



- To be responsible for achieving weekly sales and profit targets by maximising sales and minimising costs.
- To meet targets set by Retail Area Manager, ensure profitable trading and maximise income for the charity.
- To ensure normal opening hours are adhered to and take responsibility as primary key holder.
- To be responsible for ensuring correct opening and closing procedures are followed e.g. banking and alarm procedures for the shop.
- To ensure high quality customer service is demonstrated throughout the shop by all staff and volunteers.
- To actively support any national, regional or local fundraising promotions as directed by Head Office or your Retail Area Manager.
- To manage and motivate your Assistant Manager to increase sales and ensure efficiency and MGAR procedures and policy.
- To encourage and control local involvement in events and additional sales platforms.





- To implement promotions in the shop as directed by Head Office or your Line Manager.
- To run till reports to identify and analyse opportunities to maximise the potential of different product categories.
- To ensure all MGAR monies are managed safely and correctly and banked daily.
- To ensure all till staff carry out and promote all promotions and process all sales accurately through the till.
- To identify individual higher value items from the general stock donations and ensure these are sent to our E-commerce Team to be placed online to sell.
- To support in the reasonable trading operation of your shop during seasonal Bank Holidays and Sundays, if requested by your Line Manager or Head Office.

### **Shop Appearance:**

- To maintain a high standard of presentation, both in the windows and the interior of the shop.
- To ensure the sales floor layout is as per current guidelines and in conjunction with your Line Manager, and that all seasonal changes are performed within the required timeframe.
- To achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises. Shop floor hovered daily and mopped weekly. Back of house kitchen and toilets kept clean and fully functional.
- To complete a six-month deep clean of both the sales and processing areas.
- To keep correct promotional material up to date in the windows and around the shop.
- To organise special promotions and events in the shop at the weekends.



### **Stock:**

- To ensure that you and your team are generating sufficient stock levels to achieve your weekly sales target.
- To actively encourage the public to donate saleable stock.
- To ensure that every donation of suitable stock is accepted.
- To manage, in conjunction with your Line Manager, a collection service in order to provide enough stock to support the turnover of the shop.
- To ensure there is adequate flow of stock from stockroom to the shop floor (momentum).
- To ensure there is adequate stock levels available on the shop floor, at all times, on all key lines (stock density).
- To select & price stock at a consistent level in accordance with Margaret Green Animal Rescue price guides.
- To rotate stock on a daily basis so that no items of stock remain on the shop floor for any longer than the agreed time limits set by your Line Manager.
- To comply with all instructions regarding the sale, control and auditing of New Goods.

Please note that the role will demand moving stock on a daily basis and heavy lifting.





### Staff and Volunteers:

- To actively recruit volunteers and provide training so they are able to perform their jobs efficiently, effectively and safely.
- To provide training and development for paid staff to enable them to perform their jobs efficiently and effectively.
- To complete all probation and performance reviews of staff members in conjunction with Margaret Green Animal Rescue policies.
- To hold volunteer events in the shop opening hours to thank and support the team.
- To organise a rota to ensure the shop runs effectively and the shop floor & sort room tasks are allocated.
- To create an organised and pleasant working environment for staff and volunteers.
- To inform the shop team of business communications, promotions and information relating to Margaret Green Animal Rescue.
- To ensure that all staff comply with Margaret Green Animal Rescue policies and values.
- To maintain and control all levels of paid staff absence, where possible, including holiday and sickness in conjunction with your Line Manager. It is recommended that holiday is taken as demonstrated, 25% of entitlement during the spring period, 50% during the summer period and 25% during the winter period.
- To ensure that you and the team maintain a clean and tidy personal appearance during trading hours, and clothing is appropriate for a retail environment at all times when working on the charity's premises as stipulated in the MGAR retail guidelines.
- To provide both holiday and sickness cover for your team and other staff members as required, which may mean working additional hours or at another location.
- To ensure standards of health and safety are met by all staff and volunteers.
- To cover other shops as needed to support the business.



### Administration and Security:

- To ensure all relevant administration is completed on time and according to the Margaret Green Animal Rescue Retail Manual.
- To attend all appropriate meetings and training courses, as directed by Head Office or your Line Manager.
- To develop and maintain an understanding and interest in fashion retail.
- To bank daily according to Margaret Green Animal Rescue policy.
- To ensure all financial, cash handling and security procedures are adhered to as per the Margaret Green Animal Rescue Retail Manual.
- To hold the shop keys, ensuring that the shop is secure whenever it is left unattended.
- To notify the local police, your Line Manager and Head Office in the event of a break in, shop lifting or security incident.
- To notify your Line Manager in the event of suspected theft or dishonesty by any member of the team.



- To notify your Line Manager immediately of any till errors greater than £5 (+ or -).
- To ensure all staff and volunteers lock all purses and valuables in a locker.



### Health and Safety:

- To provide a safe environment that protects all staff, volunteers and the public.
- To comply with all Health and Safety (H&S) regulations as per Margaret Green Animal Rescue H&S Policy.
- To report any maintenance or Health and Safety issues in the shop to your Line Manager.

### Job Details

**Pay:** £13.01 per hour at 40 hours per week. Any other duties as appropriate.

**Job Type:** Full-time, contract, permanent.

**Salary:** £27,060.80 per year.

### Benefits:

- Company pension
- Employee discount
- Sick pay

### Schedule:

- Day shifts
- Weekend availability



**Work Location:** In person at our charity shop in Wareham, Dorset.

