



Job Description

Title: Wimborne Shop Manager
Responsible To: Retail Area Manager
Responsible For: Shop staff and volunteers

Pay £11.50 per hour for 40 hours per week.

This job requires you to drive to staff meetings and to cover shops in periods of annual leave.

1. Job Purpose

- To promote the values of MGAR in all activities undertaken from and within the charity.
- To ensure the shop trades in a manner that meets and exceeds financial targets.
- To serve customers and respond to online orders.
- To supervise staff and volunteers and create a motivated team.
- To drive and increase donations and promote Gift Aid in the shop.

2. Job Description

1. Ensure the smooth running of the shop and to report any difficulties promptly to your line manager.
2. To meet targets set to ensure profitable trading and to maximise income for the charity.
3. Ensure the shop is trading during normal opening hours, holding keys for the shop as necessary. This involves organising team to cover annual leave and sickness.
4. Ensure that correct opening and closing procedures are followed.
5. To cash up at the end of each trading day and report weekly figures to the Area Manager by the end of the week, and ensure weekly trading information gets sent to Head Office.
6. To ensure the daily banking procedures for the shop are carried out accurately by all.
7. Managing and motivating employees, including the shop's Assistant Manager, and volunteers to increase sales and ensure efficiency.
8. Scheduling and assigning employees and volunteers on a rota.
9. Assisting with recruiting, selecting, orienting, and training employees and volunteers.
10. Monitoring sickness and holidays.
11. Establishing good relationships with suppliers and potential suppliers.
12. Researching and sourcing viable stock at the best possible price, whilst keeping to the agreed budget and stock levels.
13. Monitoring stock levels and scheduling orders.
14. Organising special promotions, displays and events.
15. Identifying current and future customer requirements by establishing rapport with customers and others in a position to understand product requirements.
16. Responding to customer complaints and comments.
17. Ensuring availability of products by approving supplier arrangements and/or contracts and maintaining inventories.
18. Formulating pricing policies by reviewing product turnover, determining sales promotions, authorising clearance sales and studying trends.

19. Marketing and promoting the shop through approved advertising, sales promotion, display plans and community liaison.
20. Ensuring standards for quality, customer service and health & safety are met.
21. Protecting employees, volunteers and customers by providing a safe & clean shop environment.
22. Maintaining the stability and reputation of the shop by complying with legal requirements.
23. Liaising with Head Office management staff to determine changes to marketing strategy and operating procedures.
24. Maintaining a knowledge of suppliers and their products, displaying information material or creating in-store leaflets as required.
25. Adhering to MGAR's policies and procedures as appropriate.
26. Ensure all work is completed with due regard to Health & Safety at Work guidelines and MGAR's policies and procedures, as outlined in the Staff Handbook and employment contract.
27. Pay is £11.50 per hour for a 37.5 hour weekly schedule.

3. Person Specification

- Customer focused
- Able to monitor and maintain budgets
- Experience of pricing strategies
- Good at building vendor relationships
- Retail market knowledge
- Able to manage staff
- Results driven
- Excellent customer service
- Excellent verbal communication
- Knowledge of Word, Excel and email applications
- Knowledge of online trading
- Able to work alone and within a team
- Excellent planning & organisational skills
- Proactive
- Able to think beyond a task, to implement improvements in processes or procedures
- Flexible and committed