



Basildon Mind Job Description

Job Title:	Shop Manager
Salary:	£19,273 (pro-rata)
Hours:	30 hours per week (open to job share)
Term:	permanent
Annual Leave:	25 days plus Bank Holidays (pro-rata)
Line Management:	Chief Executive Office
Accountable to:	Chief Executive Officer Board of Trustees

Experience: A highly organised, self-starter, with retail experience who is open-minded and receptive to new ideas and has proven experience of recruiting, managing & supporting a team of volunteers.

Summary:

We are seeking a passionate and enthusiastic Shop Manager to join our Charity shop. Candidates should enjoy working as part of a team, be able to work under pressure, be attentive to detail, committed to reducing paperwork & manual systems and have excellent customer service skills.

Job Purpose:

To deliver sales/profit targets through effective management and motivation of the shop team including volunteers. Exceed customer expectations by providing the highest quality service. Adhere to the core values of the charity.

Main Duties and Responsibilities

- To take day to day responsibility for managing the charity shop and a team of volunteers; working to maximising in store and online profitability, maintain high standards of customer service, health and safety and coordinate a team of volunteer assistants to staff the shop.
- Responsible and accountable for maximising shop profit by achieving budgeted income, controlling shop expenditure in line with budget and recruiting and retaining a motivated team of volunteers'
- To ensure all sales targets, KPIs and results are communicated and that all staff are aware of, understand and are working to exceed/meet the agreed targets and KPIs
- Responsible for the daily management of the shop team, including recruiting, support and retain team of shop volunteer.
- Provide direction and support to shop staff to actively promote Gift Aid in order to maximise

contributions form donations.

- Identify local market and business development opportunities for performance improvement.
- Plans and organises daily workload throughout the shop in a way that ensures efficient customer service and a profitable operation.
- To maximise shop sales by achieving agreed targets through donated stock. This involves proactive stock generation, optimum pricing, processing stock to agreed amounts and stock planning.
- Present and maintain the highest standards of shop merchandising and visual layout.
- Proactively recruit volunteers, effectively plan volunteer cover and train volunteers in areas that contribute to the shop performance and volunteers' development needs.
- Prepare and complete all shop administration inclusive of cash handling and banking functions to the highest standard, accurately and on time, always adhering to Company Policies and Procedures.
- Adhere to all policies and procedures including those relating to the compliance with Health and Safety responsibility ensuring that all walkways are kept clear at all times
- Manage clearance of rubbish, unsaleable clothing (rags) on a regular basis
- Attendance at relevant meetings with management and responsible for cascading information to team as appropriate
- Be a keyholder, responsible to open/close the Shop and set alarms
- Manage own time and workload effectively, to maintain own wellbeing.
- Perform all other duties as may reasonably be expected of your line manager

Training

- Provide training for shop assistant and volunteer team as necessary
- Ensure induction training for new Helpline & Receptionists is carried out for Safeguarding, Health & Safety, GDPR and Equality, Diversity & Inclusion
- Attend where appropriate, training courses relevant to the development of the role

Communication

- Manage communication to all volunteers and staff.
- Ensure that all communication takes place in a manner that is consistent with legislation, policies and procedures.
- Ensure that information on the website relating to Shop services is accurate and kept up to date
- Communicate with people in a manner that is consistent with their level of understanding, culture and background.

Quality

- Ensure full compliance with GDPR, including regular review and purging of archived data
- Encourage service users' involvement in service design and evaluation.

- Present a positive image of Basildon Mind
- Work effectively within your immediate team and as part of the whole organisation.

Standard Clauses

- To work in accordance with Basildon Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies.
- Actively support and promote Basildon Mind's fundraising activities as part of day-to-day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Equal Opportunities: The post comes under the terms of Mind's Equal Opportunities Policy.

**Basildon Mind
Person Specification
Shop Manager**

	Essential	Desirable
Qualification	<p>GSCE in Maths & English</p> <p>Good general education</p>	<p>Recognised retail qualification</p> <p>Recognised Customer Service qualification/training</p>
Experience	<p>A minimum of two years retail experience in a shop environment</p> <p>Experience of managing a small team or office</p> <p>Experience of working in a team environment</p>	<p>Experience of service monitoring and evaluation</p>
Knowledge of	<p>Retail operations and functions for both in store and online sales</p>	
Skills & Competencies	<p>Good communication, oral, written, and interpersonal skills</p> <p>Effective administrative, organisational and problem- solving skills.</p> <p>IT skills using a range of current and relevant packages and able to communicate via digital means i.e., telephone, email, zoom, MS Teams.</p> <p>Product display creation skills Problem solving skills</p> <p>Good people management & Customer Service skills</p>	
Other Requirements	<p>Flexible working to meet the needs of the service.</p> <p>Enthusiastic and motivational, with a strong 'can do' attitude.</p> <p>Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others.</p> <p>Strong team working ethos</p>	

Job Holder	Signature
	Date
Manager	Signature
	Date