



Post: Charity Shop Manager
Base: Rotherham Town Shop
Accountable to: Chief Executive

JOB DESCRIPTION

<p>Overall Purpose:</p> <p>To be the person responsible for achieving effective, efficient and profitable day to day operation, management and control of a Lost Chord charity shop. To establish the Rotherham Shop as centre to the community. To underpin an excellent reputation as a charity by maintaining and growing the quality of goods, services and professionalism.</p>
<p>Accountability:</p> <p>Accountable to: Chief Executive</p> <p>Reports to: Chief Executive</p> <p>Freedom to Act: Line managed but not directly supervised.</p>
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Ensure the highest standard of customer service and a great customer experience at all time • Ensure the highest standard of supporter care at times and that donors and donations are dealt with respect and gratitude. • To show innovation, flair and creativity with shop layout, merchandising and abreast of trends in retail • To maintain accurate accounts, records and logs, and to perform any other administrative tasks in connection with the shop. • To account for shop takings and other monies, banking, security and petty cash. • To ensure that sales and profit are maximised • To receive donated goods into the shop ensuring that they are sorted, priced and displayed to management standards. • To maintain high standards of cleanliness and order on the premises and to ensure regular collection of refuse and rags. • To develop promotions, special events etc within the charity shop. • To recruit volunteers and ensure that all staff and volunteers receive an induction to the shop, and ongoing training as necessary. • To engender and maintain the good morale of volunteers, to ensure that good working relationships are maintained and that all volunteers are aware of the important role that they play in promoting Lost Chord • To supervise all volunteers, maintain staffing and holiday rotas to ensure that adequate cover is provided at all times, absence is monitored, and administration correctly carried out. • To ensure a safe environment for all who visit, buy from or work at the shop. • To ensure that all regulations relating to Health and Safety, Trading Standards, Sale of Goods Act etc are complied with and to maintain good relations with statutory bodies • To report any shop building, equipment maintenance or day to day problems to the Chief Executive as soon as possible.

General:

- To hold responsibility for the premises, acting as a designated key holder.
- To attend meetings and training sessions as directed by the Chief Executive.
- To encourage local support for Lost Chord, working closely with internal and external fundraisers, attending fundraising events as required
- To maintain an active awareness of competitor trading initiatives by other organisations and retailers in the shop location.
- To undertake other duties or responsibilities, which are commensurate with the post, as required by the Chief Executive.
- In the context of rapid and ongoing change within Lost Chord, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time.
- Any significant changes will be the subject of full consultation with the post holder.



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PERSON SPECIFICATION

	Essential	Desirable
Qualifications and Training		<ul style="list-style-type: none"> NVQ Level 2 Retail or Customer Service
Knowledge	<ul style="list-style-type: none"> Recruiting volunteers Leading and developing a team 	<ul style="list-style-type: none"> Knowledge of dementia care ethos and values Equality and diversity Antiques and collectables Gift Aid
Skills and Abilities	<ul style="list-style-type: none"> Flair for visual merchandising Computer literate Good level of numeracy and literacy Able to forward plan, prioritise and organise workload 	
Experience	<ul style="list-style-type: none"> Commercially aware with a sales or retail background Health and Safety 	<ul style="list-style-type: none"> Working with volunteers Working within the charity sector
Personal attributes	<ul style="list-style-type: none"> Punctual, reliable Caring and compassionate Flexible with working hours Self motivated A level of fitness to suit the manual handling demands of the role 	

