**Job Specification**

**Shop Manager**

Salary: £16,000-£16,500 per annum pro rata

Hours: 37.5 per week

Contract: 12 month initial contract

Accountable to: The Trustees of Carers Together

Report to: Line Manager:

**Overall Responsibilities**

The day to day management of a Carers Together Charity Shop. Maximising income against targets and promoting the charity in order for Carers Together to provide support to carers and their families.

**Main Duties**

1. Ensure that sales/profit targets are communicated to all staff/volunteers and that all staff/volunteers are aware and working towards meeting/exceeding the agreed targets.
2. Responsible for shop cash and banking. Daily cashing up and banking to meet auditor’s compliance. Report sales to treasurer once a month and produce monthly reports on all sales activities.
3. Ensure maximum stock availability. Generating and sourcing high quality stock, monitoring stock flow into the shop and checking all stock sold meets Trading Standard regulations
4. Managing stock within the shop ensuring good rotation and appropriate seasonal goods on display. Arrange shop displays to maximise sales and stock turnover.
5. Recruit and manage volunteers. Complete induction and on-going training and development. Manage the weekly rota and delegate tasks as necessary.
6. Arrange shop displays and maintain seasonal themes. Ensure the shop floor is clean and tidy at all times and compliant with health and safety regulations.
7. Loss prevention and security. Ensure that all stock and donations are kept securely and security measures are put in place.
8. Promoting good customer service and train all volunteers in customer relations.
9. Ensures all Security, Health and Safety policies and procedures are adhered to in order to provide a safe and secure shop environment for staff and customers.. Provides regular and relevant training for staff in Health and Safety.
10. To promote the work of Carers Together and act as an Ambassador in the local community, with customers and volunteers. Attend meetings with the trustees and other CT staff as required.
11. To be willing to work regularly on Saturdays
12. Any other duties which fall into the remit of this position and supports the work of Carers Together.

**Person Specification**

**Shop Manager**

**Essential Skills**

1. Must have previous experience of managing a charity shop or retail background
2. Demonstrate good customer service experience and skills
3. Experience of managing or supervising staff or volunteers
4. Good numeracy skills and experience of handling and banking cash
5. Good communicator with a pleasant personality
6. Proactive and positive personality
7. Ability to handle a demanding workload and conflicting priorities

**Desirable skills**

1. Previous recruitment and supervisory experience
2. Previous recruitment and supervisory experience
3. A working knowledge of health and safety regulations
4. Flexible approach to working and working hours
5. Car User desirable