

Shop Manager - Job Description & Person Specification

Sense salary points: TRD-N4

Responsible to: Area Manager

Responsible for: Assistant Manager, Shop Assistant, Volunteers

About Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.

About the role

Description of Role

The Shop Manager is responsible for: Effective management of the day to day running of the shop, with the aim of achieving optimum profit by maximizing sales and controlling shop costs.

They will do this by: Managing all aspects of running the shop including activities to drive sales performance, deliver expected shop standards, drive stock generation, effectively lead



staff and volunteers, manage administration, security and health & safety activities in line with procedures.

Key responsibilities

Sales

- Achieve profit targets by maximizing sales and minimizing costs
- To ensure the high standard of service to customers that is expected by Sense, is maintained at all times
- Actively support any promotions as directed by Head Office or your Area Manager
- Implement any promotion in the shop as directed by Head Office or your Area Manager

Shop Appearance

- Maintain a high standard of presentation, both in the windows and the interior of the shop
- Ensure the sales floor layout is as per the current guidelines in conjunction with your Area Manager
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises

Stock

- Actively encourage the public to donate saleable stock. To engage with the local community with the support of the Donated team to source new stock generation opportunities.
- Maintaining the shop density by ensuring there is adequate stock available at all times
- In conjunctions with your Area Manager, co-ordinate a van collection service that supports the turnover of the shop using the current guidelines.



- Price stock at a consistent level in accordance with Sense price guides
- Rotate stock on a daily basis so that no garment remains on the shop floor for any longer than the agreed time limits.
- Comply with all instructions regarding the sale and auditing of new goods

Staff and Volunteers

- Recruit, support and train voluntary staff and provide training so they are able to perform their jobs efficiently and effectively
- Train and develop paid staff to enable them to perform their jobs efficiently and effectively.
- Keep the shop adequately staffed at all times in order to maintain the level of service expected by Sense
- Create a happy working environment for staff and volunteers which aids the delivery of a strong customer experience including high levels of service and interaction
- Inform the shop team of business communications, promotions and information relating to Sense
- Ensure that all Sense policies are adhered to by all staff

Administration and Security

- Complete all relevant administration on time and according to the Sense Operations Manual
- Ensure all financial, cash handling and security procedures are adhered to as per the Operational Manager's Manual
- Hold the keys to the shop, inform the police of key holder's names and ensure that the shop premises are secure whenever they are left unattended
- Inform the local police, your Area Manager and Head Office in the event of a break in, shop lifting or security incident



- Notify your Area Manager in the event of suspected theft or dishonesty by any member of staff
- Ensure all staff and volunteers lock all purses and valuables in a locker

Health and Safety

- Provide a safe environment that protects all staff, volunteers and the public
- Comply with all Health and Safety regulations as per Sense's Health and Safety Policy
- Report any maintenance or health and safety issue in the shop to the Area Manager
- Ensure the safeguarding of individuals by adhering to our policies and procedures, acting on concerns raised, and reporting as required.
- Ensure that staff are trained and competent in line with policies and procedures.

Public Engagement

- Engage with the local community and promote Sense on "Who We Are and What We Do"
- Carry out activities which promote stock generation, volunteering and fundraising with the local community to achieve delivery of any set targets

Operations

- Support the area team as required and provide shop cover within the area to meet the needs of the charity as requested by the area manager
- Any other duties as appropriate



Person specification

Essential Criteria

- Experience of working effectively on own initiative and in a team environment.
- Experience of dealing with customers and providing excellent customer care
- Experience of recruiting, managing, and motivating a team.
- Proven organisational and prioritising skills.
- Numerate with the ability to calculate figures and competently undertake administration.
- Possess an interest / awareness in fashion trends.
- Ability to communicate well with the general public.
- Ability to motivate self and others.
- Ability to deal with confidential information in an appropriate manner
- To ensure that a respectful and professional image is maintained in keeping with the publics, volunteers, and employee's expectations.
- Must be willing to work on Saturdays, some Sundays and Bank Holidays as required
- Must be able to lift heavy and/or bulky items

Desirable Criteria

- Experience of working in a retail environment.
- Experience of conducting performance development reviews.
- Knowledge of selling and merchandising

Personal Circumstances

- Must be willing to undertake relevant training and attend meetings as required.
- Must be prepared to work in other shops occasionally if requested.



Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is exempt from the Rehabilitation of Offenders Act.

May 2022