



JOB DESCRIPTION

Title:	Shop Manager
Reporting to:	Peter Phillips, Business Operations Manager
Responsible for:	Worker with other Shop Manager in managing the Volunteers
Salary Range:	£22,358 per annum pro rata
Hours:	21.6 hours per week – Monday, Friday and Saturday – 9.45am – 5.15pm
Contract:	Part Time Contract
Location:	289 Lower Addiscombe Road, Addiscombe CR0 6RE (might be required to work at other sites within Croydon as requested by the Manager)

Mind in Croydon is a very active charity that continues to be at the forefront of developing ways to work with people with mental health issues and their families in Croydon. It aims to increase understanding of the difficulties faced by those living with poor mental health, and to express the views of its members on mental health issues and services. Its various projects help to relieve social isolation, enable people to acquire skills for independent life and promote positive mental health. The purpose of our shop is both to raise funds and awareness of the organisation.

Enterprise is a shop that raises funds needed to support the work of Mind in Croydon. The shop is open from 10.00am – 5.00pm six days a week (including Saturday) and is run by two part-time managers job sharing

Purpose of the role:

Maximising shop sales and profits and being an ambassador for Mind in Croydon by promoting aware of the organisation. The two part time managers will need to work well together to ensure that the shop is managed well and supported by a diverse group of volunteers to assist with the day-to-day running of the retail shop.

Main responsibilities and key tasks:

Sales and Profit:

- Achieve agreed sales targets and maximise profit through effective cost control, ensuring that direct shop costs are kept to a minimum.

- Effectively analyse shop financial data to take the appropriate action to make adjustments.
- Carry out special promotions in the shop when requested by the Business Operations Manager, or when local events make a special promotion appropriate.
- Generate additional income through the development of new and existing services e.g. internet auction sites such as ebay, selling furniture where appropriate, as well as using local corporate contacts and the media.

Stock Management (Donated Goods)

- Generate quality donated goods to achieve maximum sales and agreed targets.
- Price stock at a consistent level and at a level which will encourage maximum sales and profits.
- Ensure that volunteers follow an agreed pricing policy for the sale of goods and that donated stock is sorted, sized as appropriate, priced and displayed quickly to maintain shop density levels.
- Rotate all stock on a regular basis so that no item remains on the shop floor for more than the maximum agreed period.
- Minimise stock loss of valuable goods through effective management and control of administration procedures, e.g. quarterly stock take.
- Ensure that effective processing systems are in place within the stockroom to support the needs of the sales floor, keep the area clean and tidy, and the stock in good order.
- Follow agreed procedures on stock management throughout the sales floor and stockroom, whilst maintaining compliance with Health and Safety regulations.
- Where possible, ensure unsold or unwanted donations are recycled following the correct procedures and any unrecyclable goods are disposed of correctly.
- Coordinate transport where appropriate for the collection of donated furniture and (in the case of furniture) delivery of sold goods.

Shop Standards

- Ensure that a standard of excellence is maintained at all times with regard to customer service and supporter care.
- Maintain a high standard of display, both in window and inside the shop.
- Ensure standards and high levels of cleanliness are consistently maintained at all times.
- Keep merchandise clearly ticketed and price in line with Trading Standards guidelines.

Voluntary Staff

- Effectively recruit, retain, value and motivate volunteers to ensure the efficient running of the shop.
- Keep the shop adequately staffed at all times, including lunch breaks and holidays, in order to maintain adequate levels of service.
- Ensure that tasks are properly delegated to volunteers in accordance with their training and abilities.
- Create a happy working environment by encouraging an active interest in the shop.
- Ensure that all volunteers have sufficient training and knowledge to effectively perform their jobs and increase job satisfaction
- Ensure that volunteers are helpful, efficient and courteous when dealing with customers.
- Use appropriate communication tools to keep volunteers up to date with Mind in Croydon's performance and development.
- Ensure that volunteers comply with Mind in Croydon's policies and procedures.

Service Users

- Consider using clients of Mind in Croydon who wish to volunteer – these will often be recommended by the Business Operations Manager, but you are not expected to treat these volunteers/trainees any differently to other volunteers.

Public Relations

- Establish / maintain reputation as the premier charity shop in the area.
- Enhance Mind in Croydon's image through a professional retail service, ensuring that all queries about the organisation are answered promptly and information held in the shop is up to date.
- Maintain good relations with the public, volunteers, other charity shops, landlords and neighbouring retailers.

Administration

- Ensure that all the policies and procedures of Mind in Croydon are adhered to.
- Complete all administrative paperwork and financial procedures as required for the post and ensure that effective filing systems are maintained.
- For bank takings and maintain petty cash account, ensuring payments and receipts are accounted for and safeguarded.
- Organise the office and keeping it in an orderly condition ensuring all sensitive documents and data e.g. volunteer records are secure.
- Where appropriate dealing with correspondence.

Health and Safety

- Ensure compliance by staff, volunteers and others with Mind in Croydon's Health and Safety policy.
- Ensure that any hazardous cleaning materials are stored safely in accordance with this policy.
- Ensure that the kitchen and all equipment and the premises generally is maintained in a hygienic condition.
- Ensure that premises are checked for fire hazards, ensure Fire Exits are kept clear and comply with Health and Safety regulations.

Complaints and Disputes

- Any complaints received should be dealt with as soon as possible, in accordance with the Complaints policy and reported immediately to Business Operations Manager.

Premises, Safety and Security

- Responsible for managing the shop premises, ensuring adequate security and maintenance is kept to a high standard.
- Ensure the Business Operations Manager is informed of any repairs or maintenance required at the shop and getting their clearance for any expenditure.
- Be the designated key holder for the shop and maintain a system for the control of shop keys and ensure the shop premises are secure whenever left unattended.
- Responding to emergency call out if and when necessary
- Notify, Head Office and Business Operations Manager in the event of a break-in, shoplifting incident, (whether or not the culprit is apprehended), or any other event which may result in an insurance claim.
- Ensure no unauthorised person is allowed to inspect the shop, examine sales or any other records.

Other Tasks

- Implement all directives from the Business Operations Manager and Head Office.

- Build and develop positive internal and external relationships to ensure maximum income for the charity.
- All employees are expected to take part in supervision and appraisal as required by their manager and to undertake any training their Manager feels is required.

Job Description Agreement

The Job Description is not exhausted and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon Ltd and Croydon’s BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name: Date:

Person Specification

Knowledge and Experience	Essential	Desirable
Qualifications		
At least one years' experience in a retail management or supervisory role. We are particularly interested in people who also have experience in charity shop management	E	
Experience		
An up-to-date commercial awareness	E	
An understanding of high street retail fashion	E	
Managing a small diverse team, training and developing them, including volunteers	E	
Motivating and supporting a diverse team of people	E	
Working with and achieving good sales and profit targets	E	
Using IT for social media and business purposes eg. ebay	E	
Knowledge, Skills and Capabilities		
Demonstrable evidence of equivalent learning or training	E	
Sound abilities in recruiting, managing and motivating staff and/or volunteers	E	
Excellent interpersonal skills	E	
Excellent verbal, written and numeric skills	E	
Understanding those with mental health issues as some volunteers may be our clients		D
Have a flexible attitude and an ability to adapt to change	E	
To use your own initiative	E	
To work effectively under pressure	E	
Ability to organise effectively and plan	E	
To respect confidentiality and work with integrity and discretion	E	
Ability to successfully merchandise a wide range of goods		D
Working in a job-share situation	E	

June 2022