

# National Animal Welfare Trust

## Job Description

Title:	<b>Shop Manager</b>
Location:	<b>Bedford</b>
Salary:	<b>From £23,132 (from £12.71 an hour)</b>
Hours:	<b>35 hours per week</b>
Term:	<b>Permanent (3 Month Probationary Period)</b>
Reports to:	<b>Retail Area Manager</b>

### **Purpose of the post:**

The Shop Manager is responsible for the general running of the shop, delivering excellent customer service, leading a team of staff and volunteers and ensuring sales targets are achieved, whilst promoting NAWT within the local community.

### **Duties and Responsibilities:**

#### **1. People Management**

- 1.1. To manage, inspire and develop direct reports, creating a high performing team that work collaboratively.
- 1.2. To manage the completion of performance cycles, addressing performance issues and developing improvement plans where required.

#### **2. Volunteers**

- 2.1. To recruit, train, support and co-ordinate volunteers.
- 2.2. To ensure that there is compliance with NAWT's volunteering policies and procedures.
- 2.3. To ensure the shop is adequately staffed at all times, by co-ordinating work rotas for volunteers.

#### **3. Shop Management**

- 3.1. To ensure a high standard of visual merchandising, presentation and display within the shop.
- 3.2. To provide a high standard of customer service.
- 3.3. To be responsible for the stock rotation, sorting and pricing of donated goods, ensuring they are of a suitable standard and achieve optimum income.
- 3.4. To organise the regular recycling and clearance of unsold and un-saleable goods.
- 3.5. To move stock between the shop and the storage container at the centre when needed, involving lifting and moving of stock and transportation of donations.
- 3.6. To maintain a constant, wide range and attractive display of NAWT new goods, ensuring that retail items are ordered from Head Office regularly.
- 3.7. Maximise Gift Aid sales by ensuring good operational processes and ongoing volunteer training.

- 3.8. To be responsible for the security of the premises, stock and cash and report any shortfalls to the Retail Area Manager.
- 3.9. To achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises.
- 3.10. To ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations and report any issues to the Retail Area Manager.
- 3.11. To report any maintenance issues to the Retail Area Manager.
- 3.12. To hold shop keys, opening and closing the premises for trading hours and responding to emergency call out if and when necessary.
- 3.13. To promote the presence of the shop and the local centre within the community through in-shop activities and events in order to encourage good public relations.
- 3.14. To attend Centre pop up events as required.

#### 4. Administration

- 4.1. To ensure that all administrative and financial procedures are followed and completed accurately, including daily banking, weekly returns and volunteer records.
- 4.2. To be responsible for the petty cash.
- 4.3. To promote and apply NAWT Health & Safety policy within the shop, in respect of the volunteers and the general public.

#### 5. Other Duties

- 5.1. To attend any team and other internal meetings as requested.
- 5.2. To attend relevant training and personal development opportunities in order to fulfil the requirements of the post.
- 5.3. To adhere to all NAWT policies and procedures and assist the organisation in developing, implementing and monitoring them, including Equal Opportunities and Health & Safety policies.
- 5.4. To carry out any other duties relevant to the post as directed by the Retail Development Manager.

<b>PERSON SPECIFICATION</b>		
<b>Experience / Skills</b>	<b>Desirable</b>	<b>Essential</b>
2 years experience in the retail sector, ideally charity retail, or other relevant experience will be considered		Yes
Ability to develop the efficiency of the day-to-day running of the shop		Yes
Excellent communication, customer care and interpersonal skills		Yes
Experience of managing/supervising supporting staff or volunteers		Yes
Good product knowledge and an interest in fashion	Yes	
Demonstrable knowledge of administration tasks and IT skills to include Microsoft Word, Outlook and Excel		Yes
The ability to be flexible and work as part of a team		Yes
Basic knowledge of Health & Safety and Fire regulations and ability to identify potential risks		Yes
An empathy with the aims of NAWT		Yes
Current driving licence, with access to a car		Yes
Experience of working with an EPOS system		Yes

**THE PERSON**

The successful candidate will have a positive, can-do attitude, be hard working, honest and reliable. They will be good humoured and will enjoy meeting and greeting the general public with good communication skills. They will appreciate the value of teamwork and good customer care, having the customer and charity at the heart of everything they do.