

JOB DESCRIPTION

| | |
|-------------------------|--|
| Job Details | |
| Job Title: | Shop Manager / Mobile Manager |
| Grade: | Band 3 |
| Department: | Retail |
| Directorate: | Finance, IM, Business Development & Retail |
| Reporting to: | Area Manager |
| Responsible for: | Paid Staff and Volunteers within the shop |
| Location | Various locations |

About our shops

Dorothy House stores are at the heart of the charity and our community, raising vital funds and increasing public awareness of the incredible work we do. They are driven by our values of empowerment, accountability and inclusiveness. Their absolute focus is on delivering to specific budgets and targets, whilst maintaining operational excellence.

The Dorothy House Retail estate is diverse, currently with 25 outlets spread across our 700 square miles. Predominantly second hand clothes & bric a brac stores, Dorothy House has also diversified into furniture & books and in the future will look to add to this portfolio. Our store teams are made up of both employed and volunteer personnel, with a wide range of skills sets and personalities.

Main Purpose:

To achieve sales budgets, keep controllable costs to a minimum and ensure the operational efficiency of the shop in compliance with all policies laid down by Dorothy House to ensure that retail's contribution to patient care delivers to our growth ambitions.

To lead and inspire the store team, with effective communication, management and planning. Be a customer champion, use innovation and continuous improvement to create the best possible retail experience in the Dorothy House store.

Be constantly commercial, using entrepreneurial flair, drive and determination to exceed budgets and optimise the retail contribution to Dorothy House.

Ensure consistent delivery of excellent shop floor and back of house standards to be the destination store for our customers, donors and volunteers

To always be a Dorothy House ambassador, to create the best brand experience at point-of-sale. To deliver outstanding customer service, increase sales, minimise loss and meet/exceed budgets.

Principal Duties and Responsibilities:

- To be responsible for the commercial delivery of the store and achievement of set budgets. Ensuring there are robust systems in place to achieve key deliverables.
- To ensure there is sufficient stock, efficiently sorted and prepared for sale
- To ensure that all backstage areas are properly organised and operate efficiently maintaining adherence to health and safety guidelines at all times
- To ensure quality and optimum density of stock on display
- To ensure efficient stock control and rotation of all stock
- To ensure best use of space, high standards of display and cleanliness/tidiness in all areas.
- To ensure stock collection/deliveries are managed effectively
- To implement the shop price guide in order to maximise sales.
- To ensure the Gift Aid scheme operates legally and effectively with regard to approach to donors; preparation and sale of stock; recording and inputting onto PC of donor and sales information; data protection in relation to donor details.
- To train, motivate and manage paid staff and volunteers ensuring that they are competent to prepare goods for display; display and rotate goods; provide great customer service; maintain high standards of cleanliness and tidiness; implement all aspects of the Gift Aid scheme
- To actively recruit and encourage volunteering within your shops, maintain a volunteer rota to ensure shop is trading at all published times.
- To ensure accurate and proper financial procedures, banking and administration as required by Dorothy House
- To participate in education, training, development and appraisal and attend meetings as required
- To ensure the maintenance, safety and security of all parts of the shops premises. To ensure that all Health & Safety and Fire requirements of the organisation and of legislation are met, that Trading Standards regulations are met and that staff and volunteers are given the necessary training
- To provide management cover for other shops as required,

- To ensure the shop trades 7 days a week where required through effective scheduling of the shop team, including volunteers.
- To identify and recommend areas of improvement and assist in the formulation new processes
- To promote public awareness of the care provided by Dorothy House.
- To fulfil mutually agreed additional duties as are deemed necessary for the needs of the business
- To support one's own overall wellbeing to deliver performance in a physically demanding role.

The above list of Principal Duties and Responsibilities is not exhaustive but describes the job purpose in greater detail.

Other Requirements:

- To undertake all statutory and mandatory training as required for this post.

Structure Chart:



Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Confidentiality

All of the work relation to patients, carers, donors, staff and volunteers and any other information gained is of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

| Core Competencies | | | |
|-------------------------------------|----------------|--------------------|--------------------|
| • Competence | • Level | • Essential | • Desirable |
| • Communication | • A2 | • ✓ | • |
| | • A3 | • | • ✓ |
| • Achieving Results | • B2 | • ✓ | • |
| | • B3 | • | • ✓ |
| • Stakeholder/Customer Focus | • C2 | • ✓ | • |
| | • C3 | • | • ✓ |
| • Teamwork | • D2 | • ✓ | |
| • Planning and Organising | • E2 | • ✓ | • |
| | • E3 | • | • ✓ |
| • Commercial and Business Awareness | • F2 | • ✓ | • |
| • Leadership | • G2 | • ✓ | • |
| | • G3 | • | • ✓ |
| • Enabling Administration | • H | • ✓ | • |

Person Specification

Qualifications

Good standard of general education including Maths and English GCSE or equivalent E

Knowledge and Experience

Retail experience D

Charity Shop experience D

Managerial - leadership, decision-making E

Meeting targets D

Budget control D

Working with Volunteers D

Basic IT Skills D

Skills and Attributes

Good team worker E

Ability to manage and lead a team E

Good interpersonal skills E

Good listener E

Empathetic approach E

Customer focussed E

Work on own initiative E

Hands on approach E

Ability to multi-task E

Work under pressure / meet deadlines E

Anticipate and prioritise work E

Energetic and enthusiastic E

Personal Development

Self-Development E

Interest in / Up to date knowledge of retail trends D

Willingness to undertake further training E

Circumstances and Working Conditions

Flexibility / adaptability in working hours E

Physically demanding job E

Working conditions sometimes challenging when sorting donations E

Car driver with access to vehicle E

E = Essential D = Desirable