

<b>Job Title:</b>	<b>Shop Manager</b>
<b>Reporting To:</b>	<b>Retail Support Manager</b>
<b>Salary:</b>	<b>£27,941 - £30,840</b>
<b>Hours:</b>	<b>37.5 hours per week</b>
<b>Location:</b>	<b>Huyton, Liverpool</b>

<b>Job Purpose:</b>	<p>We are looking for an experienced, ambitious Charity Shop Manager to join our Charity team to manage one of our successful charity shops.</p> <p>As a Shop Manager for Alder Hey Children’s Charity, you will deliver sales, Gift Aid and profit targets to generate income for our charity. You will empower and lead a diverse shop team, including volunteers, always demonstrating our Charity Values of:</p> <ul style="list-style-type: none"> <li>• Courage</li> <li>• Together</li> <li>• Passion</li> <li>• Magic</li> </ul> <p>The Shop Manager will be an integral part of the wider Charity team.</p>
<b>Main Duties/Tasks</b>	<p><b>Income Generation</b></p> <ul style="list-style-type: none"> <li>• Accountable for the shop’s performance in relation to all sales targets and Gift Aid targets and KPI’s. Ensuring that the results are communicated to the shop team and that all staff and volunteers are aware of, understand and are working to meet/exceed the agreed targets and KPI’s.</li> <li>• Actively drive stock generation through community engagement and donor relationships</li> <li>• Ensure maximum stock availability through effective stock control and shop replenishment.</li> <li>• Continually review the rotation, quality, and replenishment of stock in order to maximise sales.</li> <li>• Achieve the optimum price point for all stock items and promotional merchandise for seasonal and window themes, following the principles of Alder Hey Children’s Charity price guidelines.</li> <li>• Provide direction and support to shop staff to actively promote Gift Aid in order to maximise contributions from donations.</li> <li>• Identify local market and business development opportunities for performance improvement.</li> <li>• Explore ways to maximise sales via events, donation drives, pop-up shops etc.</li> <li>• Support the team to maximise income via our online platforms.</li> <li>• Make commercial decisions to drive profitability of the shop.</li> <li>• Present and maintain the highest standards of shop merchandising and visual layout.</li> <li>• Support van deliveries and collections, including arranging schedules and assisting on the van when required to meet operational needs and support the team.</li> <li>• Prepare and complete all shop administration inclusive of cash handling and</li> </ul>

banking functions to the highest standard, accurately and on time, always adhering to Policies and Procedures.

- Plan and organise daily workload throughout the shop in a way that ensures efficiency.
- Maintain an appropriate income/expense budget e.g., petty cash in accordance with the set targets to maximise the profitability of the shop.
- Seek, utilise and analyse management information including EPOS data to manage shop performance, seizing opportunities for improvement.
- Work with the wider Charity team to promote and support fundraising activities and events.

#### **Staffing and Volunteers**

- Create an inclusive environment where staff, volunteers and customers are treated with dignity, respect and fairness
- Line management of Assistant Shop Manager and team of volunteers.
- Proactively recruit, manage and retain a diverse team of volunteers, utilise their skill sets and motivate them to deliver great customer service and perform tasks in-line with charity standards.
- Maximise the shop's opening hours and ensure the shop is open and managed by the shop team in the managers absence.
- Accountable for planning the shop rota, including both shop staff and volunteers to ensure cover at all times.
- Ensures that the new staff members and volunteers are provided with the appropriate induction process and training for their role.
- Provide and support ongoing training and development.
- Train and develop shop staff and volunteers in customer service standards, operating standards and retailing skills.
- To work and treat staff and stakeholders in accordance with the Charity's values
- Ensure all Security, Health and Safety policies and procedures are adhered to in order to provide a safe and secure shop environment for staff, volunteers, customers and charity assets.
- Provide regular and relevant training for staff and volunteers in Health and Safety, maintain legal compliance at all times.

#### **Customer Service**

- Be passionate about delivering the highest level of shop standards, cleanliness, display and merchandising.
- Exceed customer expectations by providing excellent quality service.
- Seek out new opportunities to make a real difference our customers experience.
- Make a positive impact within the local community.
- Play a key role in enabling the shop to represent the Charity's values

#### **Other Duties**

Be an outstanding advocate for Alder Hey Children's Charity in line with the core values of the organisation.

Be an active and supportive member of the Alder Hey Children's Charity team, contributing to the team's development and working collaboratively with colleagues and volunteers. Attend and support events run by the fundraising teams where required.

Any other reasonable duties as required by your line manager.

## Person Specification

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> <li>• Proven experience of managing staff teams in the Charity Retail sector and the ability to motivate others.</li> <li>• Outstanding communication and interpersonal skills with a strong customer focus.</li> <li>• Knowledge of Gift Aid procedures and EPOS systems.</li> <li>• Knowledge of Health &amp; Safety within the Retail sector.</li> <li>• Budget Management experience.</li> <li>• Experience of managing volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of being part of a Management team in a Charity shop.</li> </ul>
Skills and Attributes	<ul style="list-style-type: none"> <li>• Commitment to principles of equality, diversity and collaborative working.</li> <li>• A good standard of numeracy and literacy.</li> <li>• Cash handling experience.</li> <li>• Ability to communicate effectively across a multi-site organisation.</li> <li>• Strong organisational skills.</li> <li>• Pro-active team member.</li> <li>• Enthusiastic and have the ability to motivate a team.</li> <li>• Excellent customer service skills.</li> <li>• Ability to train, mentor and coach staff and volunteers.</li> <li>• A good understanding of financial management</li> <li>• IT literate in industry standard systems including Microsoft Office, email and the internet</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to delegate.</li> <li>• Ability to solve problems.</li> <li>• Ability to make decisions.</li> </ul>
Additional requirements	<ul style="list-style-type: none"> <li>• Ability to manage time with conflicting priorities.</li> <li>• Open, adaptable, honest and reliable.</li> <li>• Flexible approach to meet the demands of the Charity.</li> <li>• Commitment to the cause of the Charity.</li> <li>• Strong interest in working for a children's health charity.</li> <li>• An understanding of and commitment to the values of Alder Hey Children's Charity.</li> <li>• Willingness to get involved with activities across the Charity.</li> <li>• Ability to build and develop a successful team.</li> <li>• Be a 'hands on' leader.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to occasionally work outside of normal office hours.</li> <li>• Hold a full clean driving licence.</li> <li>• Experience of driving light commercial vehicles.</li> </ul>

## Our Values

Here at Alder Hey Children's Charity, our values guide the way in which we work. By being courageous, working together, being passionate about our work, and making sure that we are creative in what we do, helps us to deliver the support necessary so that our Hospital can continue to deliver the very best care for our young patients and their families. Our values are:

**Courage:** we try new things and take risks to innovate and drive forward new ideas. We have the courage to speak up and take a stance. We are accountable, responsive and responsible. We are unstoppable.

**Together:** we work together as one team, sharing our knowledge and learning. We work in partnership with patients, families, supporters and colleagues. We are respectful, celebrate diversity and empower each other to achieve our aims.

**Passion:** we are passionate about what we do and why we do it. We work together to share and grow. We inspire others.

**Magical:** we are fun, creative and child led. We create special moments, provide little extras and go further for our brave young patients.

**Note:** This job description is intended to outline the general nature and level of work performed by employees within this role. It is not exhaustive and may be subject to change or modification as required by the needs of Alder Hey Children's Charity.

Alder Hey Children's Charity will make every endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability. Alder Hey Children's Charity is committed to equal opportunities and positively welcomes applications from all sections of the community. Alder Hey Children's Charity is committed to safeguarding children and vulnerable adults. The post holder will be required to complete an enhanced DBS disclosure check.