

Job Description

Job Title	Shop Manager
Reports to	Area Manager
Location	As specified on the individual's Statement of Main Terms of Employment
Purpose	The Shop Manager reports to the Area Manager, and is responsible for managing all aspects of the retailing activities of DEBRA Ltd within a particular shop

Principle Objectives

In conjunction with the Area Manager, to:

- i. Ensure efficient and effective operational management and promotion of the shop, including handling all administration
- ii. Ensuring the shop complies with all Health and Safety legislation, Trading Standards, and all other legal or statutory requirements
- iii. Recruit, select and co-ordinate the activities of the volunteers
- iv. Be accountable for achieving sales targets as specified by the Area Manager

Responsibilities

Operational Management

- Ensure all DEBRA's organizational procedures are followed.
- Ensure the shop is open as required, and continually manned during working hours
- Maintain good discipline, ensuring that staff and volunteers project a good image on behalf of DEBRA.
- Attend training and meetings as required by the Area Manager
- Inform the public about DEBRA's work, and encourage the public to donate saleable goods and ensure that adequate stock is available at all times
- Organise special promotions in the shop either when requested by the Area Manager, or when local events make promotion appropriate
- Maintain a high standard of display, both in the window and inside the shop
- Co-ordinate staff and volunteers to sort incoming stock, using the departmental signs and constantly review departmental emphasis to achieve the best results from present stock levels, seasonal, special promotions and general customer demand
- Keep the sales area well stocked, ticketed and priced, with merchandise in good saleable condition
- Rotate all stock so that no garment remains at full price or on the rails for longer than the specified stock rotation period
- Ensure that the shop so that it is clean and tidy at all times
- Size all clothing size cube all clothing, where appropriate
- In consultation with the Area Manager, arrange shop fittings to make best use of space available
- Keep stockroom clean and tidy and in good order and to seasonalise stock and store as necessary
- Secure all DEBRA Ltd collecting boxes
- Ensure that all sales are properly recorded
- Ensure that all money is kept secure and keep all valuable donations in a safe place.
- Bank daily, or make use of the night safe facilities where appropriate
- Complete administrative paper work correctly and promptly and keep all records on the shop premises
- Make weekly returns to the Area Manager/Director of Retail

Legal Compliance

- Ensure full compliance with all Health and Safety legislation, Trading Standards, and all other legal or statutory requirements
- Maintain an accident book, first aid box and fire extinguishers

Activities of Volunteers

- Recruit, select and co-ordinate volunteers as necessary to ensure the efficient running of shop and ensure all volunteers are carrying out a useful job
- Take action to ensure the shop has a positive working environment
- Ensure all volunteers use shop till in a proper and efficient manner

Achievement of Sales Targets

- Achieve maximum sales at all times and ensure that a high standard of service to customers is maintained at all times.
- Price stock at a constant level, which will encourage maximum sales

Please note:

As the tasks and responsibilities of this post can be varied and at times unpredictable, the post holder is expected to be flexible when tasks and responsibilities not covered by this document have to be undertaken.

DEBRA Ltd reserves the right to vary these duties from time to time in line with the changing operational needs of DEBRA Ltd.