

SARA LEE TRADING LTD



JOB DESCRIPTION

JOB TITLE:	Shop Manager
REPORTS TO:	Retail Manager
ACCOUNTABLE TO:	Chief Executive
SALARY / HOURS:	£10.50 per hour Part – time (up to 25 hours a week), job-share accepted

OVERALL PURPOSE

- To:**
- undertake the day to day running of the shop and sorting room operations;
 - support the volunteer team by providing leadership, support, guidance and direction to their efforts;
 - ensure the shop promotes the image of the Sara Lee Trust in the community;
 - participate in the annual leave rota and other leave cover in the absence of the other Charity Shop Managers;
 - assist with other Trading Company initiatives e.g. the house clearance scheme and fundraising promotions;
 - ensure the shop premises remain fit for purpose at all times
 - develop shop and ecommerce initiatives, maximising income for the Trust.

POST SPECIFICATION:

Main Responsibilities:

Volunteers

- To:**
- liaise with the Volunteer Coordinator and Retail Manager regarding the volunteer needs for the shop;
 - lead in the local recruitment, induction (including risk assessment), ongoing training and support of all volunteers for the shops and backroom areas;
 - ensure that volunteers maintain a high standard of service to customers at all times;

- organise the weekly shop volunteer rota to ensure the shop runs effectively and safely and sorting room tasks are allocated;
- assist with providing cover in the event of non-attendance, shortage of volunteers etc;
- ensure that tasks are properly delegated to volunteers in accordance with their training and abilities;
- offer learning and development opportunities, with the support of the Retail Manager;
- ensure equality and diversity policies are adhered to by all volunteers;
- maintain proper discipline within the shop in line with Trading Company Policy.

Income

To:

- maximise the shop's sales and charity donation potential;
- monitor pricing to ensure the optimum income level for the shop is achieved;
- assist the Retail Manager in carrying out any agreed promotions;
- work with the Fundraising Manager & Retail Manager to implement fundraising and marketing projects through the shop;
- assist the Retail Manager with the house clearance scheme.

Premises

To:

- ensure the shop has a high standard of display and it projects a quality retail image;
- ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive, presentable and safe manner;
- ensure that all statutory responsibilities are met, including Fire and Health & Safety Regulations in accordance with Sara Lee Trading Policies and Procedures;
- hold shop keys, and ensure the shop is opened and closed for trading hours.

Stock

To:

- accept, sort, prepare, price and display stock in accordance with SLT guidelines, acknowledging receipt and arranging collection where necessary;
- ensure all donated items of potential value/interest are kept aside for assessment to ensure that items achieve the highest profit;
- ensure that each shop has sufficient saleable stock and work with the Retail Manager to increase donations of stock where necessary;
- ensure positive action is being taken to generate donations from the general public and other sources;
- ensure that stock/ sorting areas are clean, tidy and efficiently and safely organised;

- implement and monitor stock turn around/ stock control onto the shop floor and implement special promotions as requested;
- ensure that the shop is not selling unauthorised stock;

Recycling

To:

- ensure all items to be sent to the recycling company are sorted appropriately, bagged and prepared for the weekly collection;
- ensure the jewellery and other recycling initiatives are promoted in the shop and the correct procedures for sorting and collection are adhered to, with the support of the Donation Centre.

Public Relations

To:

- enhance the Sara Lee Trust's image through a professional retail service, ensuring that all queries about Sara Lee Trust's services are answered promptly and information held in the shop is up to date;
- maintain good relations with the public and neighbouring retailers.

Administration & Communication

To:

- ensure all Sara Lee Trust's administrative and financial procedures are followed including maintenance of petty cash account, daily performance sheets and volunteer records.;
- provide end of day, weekly and monthly returns to the Retail Manager (using Microsoft Word, Excel and Outlook)
- attend meetings as requested.

Budgets

To:

- work with the Retail Manager to achieve the shop income/expenditure targets and address any fall in sales;
- monitor and control shop expenses and usage of shop consumables.

Security

To:

- ensure that volunteers are security conscious and are following the correct procedures as requested in the Volunteer Handbook;
- check that all premises are secure and report any concerns to the Retail Manager;
- inform the Retail Manager where there has been, or there is suspicion of, a breach of any security procedures;
- ensure cash handling procedures are followed in the shop;

Health & Safety

To:

1. Maintain a constant awareness of health, welfare and safety issues affecting self, colleagues and customers reporting any potential risks, accidents, incidents or near misses in line with organisational policies and procedures;
2. Abide by all Sara Lee Trading Health and Safety Policies and Procedures;
3. Be aware of and comply with the Fire Regulations within the warehouse and shops.

Other Responsibilities

To:

1. Ensure all necessary paperwork is completed and returned to the Retail Manager on a timely basis;
2. Develop good working relationships with shop management teams and with the general public ensuring that all donors are thanked and feel valued for their contribution;
3. Promote public understanding of the work of the Sara Lee Trust and the importance of raising funds through the shops, highlighting the difference it makes;
4. Liaise directly with the Retail Manager regarding holidays/sickness;
5. Adhere to organisational policies and procedures at all times;
6. Take all reasonable steps to promote a working environment which is free from discrimination;
7. Comply with the organisational policy on confidentiality, the Data Protection Act 1998 and GDPR
8. Actively support good communication practices within your work and promote and maintain good teamwork;
9. Participate in an annual Individual Performance Review.

Working with The Sara Lee Trust

The Sara Lee Trust is a registered charity. It relies on the local community for a major proportion of its income through fundraising, principally undertaken by volunteers. For this reason it is expected that all members of staff will endeavour to support the fundraising activities of the Trust, taking appropriate opportunities to explain the way the SLT operates. We want to encourage staff, when possible, to attend, in a voluntary capacity, at least two fundraising activities a year.

Summary and review of job description

This job description is intended as summary guide outlining the general areas of activity in which the post holder will be expected to participate. It is not meant to be a comprehensive list of responsibilities. It may be reviewed and amended according to changing needs of the Trust. Changes will be undertaken in accordance with guiding Trust policies.

Equal Opportunities

The aim of the Trust’s policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, colour, creed, sex, disability, marital status, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its service are treated and supported according to their needs.

Postholder’s Name:

Postholder’s Signature:

Date:.....

RM Name.....

Date:

RM Signature:

