

The Sara Lee Trust
SHOP MANAGER



PERSON SPECIFICATION	Essential	Desirable
EXPERIENCE		
Working with volunteers		✓
Previous retail experience in commercial or voluntary sector		✓
Working to and achieving sales targets		✓
Cash handling	✓	
Working as part of a team	✓	
Stock and quality control		✓
Previous experience of leading and managing a team	✓	
KNOWLEDGE, SKILLS & ABILITIES		
Good level of general education	✓	
Good numerical and literacy skills	✓	
Good understanding of Microsoft Office (Outlook, Word, Excel)	✓	
Attention to detail & accuracy	✓	
Excellent customer service skills	✓	
Excellent communication and interpersonal skills with the ability to build rapport with people of differing ages, backgrounds and cultural origins	✓	
Ability to manage conflict		✓
Ability to motivate others	✓	
Understanding of Ecommerce		✓
Understanding of and insight into the needs of volunteers	✓	
Reliable, flexible & adaptable with good time management skills	✓	
Ability to work as a member of a team and independently	✓	
Good organisational skills	✓	
Adaptable to change and development	✓	
Commitment, enthusiasm and high energy levels	✓	
Ability to use own initiative	✓	
Ability to work under pressure to meet deadlines	✓	
Awareness of health & safety in a retail environment		✓
Able to move and handle loads on multiple floor levels	✓	
A flexible approach to work and hours with ability to work additional hours if needed	✓	
Good health attendance record and fitness to undertake duties of the post	✓	
Clean and tidy appearance	✓	
Knowledge of antiques & collectables		✓
Knowledge of designer labels		✓
Demonstrate an interest in & commitment to the mission and values of the Sara Lee Trust	✓	

Car Owner/Driver with a clean driving licence		✓
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