

A

JOB DESCRIPTION

Job Title:	Charity Shop Manager
Division:	East Norfolk Branch
Location:	Regent Street, Great Yarmouth.
Reports to:	Branch Manager
Responsible for:	N/A
Grade:	

1. Purpose of the job

To support the branch in all aspects of the operational running of the Society Shops and promote the work of the RSPCA.

2. Dimensions

- Team of approximately 15 volunteers

3. Principal Accountabilities

- All aspects of customer service including taking payment for goods.
- Ensure that a high level of housekeeping is followed by yourself and any volunteers.
- Be responsible for the opening and closing of the shop
- Ensure Volunteers are trained in order that they are able to adequately man and operate the Shop during your periods of absence ie: weekly day off, annual leave, sickness etc.
- Prepare staffing Rota's to ensure that the shop is adequately manned during all designated opening days.
- Assist in achieving sales targets and running a cost-effective operation within set budgets.
- Organise stock generation procedures and ensure that the receipt of stock is co-ordinated satisfactorily

- At all times manage stock flow efficiently to realise the maximum profit possible from donated goods. Adhere to established sorting, pricing and merchandising policies and standards.
- Arrange attractive and themed window displays.
- Ensure that stock checks of bought in goods (such as RSPCA Giftware and pet accessories) are undertaken on a monthly basis.
- Ensure that the stock level in the sales area of donated goods is maintained to the required value.
- Undertake such aspects of administration and accounting procedures which are required by the Society, charity law and trading legislation.
- Ensure that banking of all monies is undertaken on a daily basis where possible and maintain the strict security measures implemented by the Branch Manager for unbanked cash at weekends and holiday periods.
- Comply with all current legislation and Society policy; this to include Health and Safety, Trading Standards, Inland Revenue, VAT and Retail Law.
- Ensure adequate instruction is given to all volunteer staff in the policies, procedures and best practice in the work area and sales area of the shop in accordance with health and safety welfare.
- Maintain an up to date knowledge of RSPCA campaigns and local Branch fundraising or welfare activities to educate the public and promote the reputation of the local Branch and National Society.
- Attend as required management meetings and development training courses and undertake any other duties as requested or required.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Society policies and procedures for health and safety

4. Knowledge, skill and experience

Please see person specification attached

5. Job Context

- The post holder is expected to assign work for themselves and volunteers on a daily basis.
- All employee practices are contained in the Personnel, policies and procedures manual, and the Health & Safety Manual.
- All practices relating to volunteers are contained in the Volunteer code of conduct handbook.
- All working practices are detailed in the Branch Shop Manual
- The post holder is expected to update and consult with the Manager for the East Norfolk branch and the local BSS on a regular basis, with sales information and any issues that may arise.
- You may be working at different shops within the branch area as designated. You will take instruction from your line Manager and comply with their instruction.

6. Additional information

This job description is a statement of the job content agreed. It should not be seen as precluding future changes.

Job holder's signature: **Date:**

Line manager's signature: **Date:**

Person Specification for Shop Manager

Criteria	Essential	Desirable
Professional/Technical Qualifications		<ul style="list-style-type: none"> • NVQ or equivalent in retail
Experience & Job Knowledge	<ul style="list-style-type: none"> • Previous experience of running or assisting to run a retail outlet 	<ul style="list-style-type: none"> • Experience of running a charity shop • Experience of managing volunteers
Skills & Competencies	<ul style="list-style-type: none"> • Ability to prioritize workload • Able to manage a budget and reconcile daily/monthly returns. • Able to successfully merchandise a wide range of goods • Able to complete weekly rosters to ensure adequate staff/ volunteer coverage • Experience of recruiting and managing volunteers • Able to train staff / Volunteers 	
Personal Qualities	<ul style="list-style-type: none"> • Able to communicate with a wide variety of individuals • Good customer service skills • Well presented • Manual handling ability 	
Special Circumstances (if any)	<ul style="list-style-type: none"> • Use of car • Clean driving license 	