

GuildCare ♥	GUILD CARE JOB DESCRIPTION
Job Title	Retail Manager – Newhaven
Unit	Retail
Responsible To	Area Manager
Responsible For	All retail staff & volunteers
Salary	SP 31 - £39,202
Hours of Work	37.5 hours per week (shift/rota over 7 days a week)

Job Requirements	
Essential	✓ Considerable amount of charity retail management experience ✓ Managed a team of 10+ people ✓ Excellent communication skills ✓ Able to take responsibility and work on own initiative ✓ Literate and numerate ✓ Outstanding customer service skills ✓ Good organisation and planning skills ✓ Experience of working towards targets (budgeting, forecasting, reporting and reviewing) ✓ Up to date IT and administration skills ✓ Flexible attitude ✓ Ability to undertake reasonable lifting duties ✓ The post holder must be able to provide a satisfactory DBS
Desirable	✓ Charity Shop management experience ✓ Recruitment and management of volunteers ✓ H&S and compliance skills ✓ Collaborative approach

Job Purpose

Guild Care has a **new superstore shop** opening in **Newhaven**. This will be an extremely busy role and as manager you will be managing the entire store and be the face of it.

As manager you will ensure customer welfare and that their in-store experience is of an extremely high standard every time they visit.

You will need to have a creative approach to all that you do from in-store events, engaging with the public to stock management and visualization.

As line manager to all retail staff and team of volunteers you will ensure the smooth, positive and effective running of the store and lead by example, supporting and developing a diverse team to deliver every time. As manager, you will keep staff motivated and make them feel valued as everyone matters.

In this role you will need to maintain effective stock management and merchandising as well as achieve set income budgets and maximize sales.

You will help promote the shop to ensure it remains profitable, well known and well regarded not to mention assist in raising the profile of Guild Care.

Main Duties

- Managing the day-to-day operation of the shop, including processing deliveries and donations of stock.
- Rotate stock on a regular basis as directed by the Area Manager.

- Maintain high standards of merchandising, display and cleanliness throughout the shop.
- To ensure the shop is open for business during agreed times.
- Monitor and check the security of stock and cash and to be responsible for all financial procedures including cash transfers, till balance, banking, petty cash, etc.
- Manage expense budgets and work within agreed financial and sales targets.
- Organise, arrange and participate in special events and promotions (to include some out of hours work) and support all other Guild Care initiatives as required.
- Ensure the shop environment complies with trading standards regulations and Guild Care health and safety policies.
- Management of all staff and volunteers. Create a supportive, fun and creative working environment developing talent and demanding a quality and standard driven approach.
- To ensure that the Deputy Manager(s), other paid staff and volunteers are fully trained and aware of all aspects of Guild Care's work and policies and are kept up to date with any changes.
- In line with all Human Resource guidelines and agreed ways of working, follow all HR management systems to the benefit of Guild Care and personal development for all including appraisals, supervision and succession planning.
- Provide a high standard of customer service to all internal and external customers and treat all customers, staff and volunteers with respect and courtesy at all times.
- To carry out and complete all administrative procedures and maintain records as required.
- Support any new initiatives that may be introduced.
- Promote and support the Gift Aid Scheme.
- Attend meetings and training sessions as required.
- Perform all reasonable and related duties as required.

BELIEF Values

Guild Care has adopted the following BELIEF values which underpin everything we do. These values are important to us and are discussed as part of our performance management conversations.

BELIEF Values	
Brave	✓ Courageous ✓ Passionate ✓ Empowered
Engaging	✓ Straightforward ✓ Authentic ✓ Present
Loving	✓ Genuine ✓ Caring ✓ Interested
Integrity	✓ Respectful ✓ Accountable ✓ Trustworthy
Everyone matters	✓ Considerate ✓ Attentive ✓ Appreciative
Free to be me	✓ Playing to strengths ✓ Supportive ✓ Vulnerable

Health and Safety

As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:

- Take reasonable care of yourself and others at work
- Co-operate with Guild Care to ensure the laws relating to health and safety are not broken.

- iii) Report any problems or concerns about health and safety to the manager in the area in which you are working.

Equal Opportunities

Guild Care is committed to anti-discriminatory policies and practices, and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Confidentiality

The post holder is required to observe strict and complete confidentiality regarding information obtained during his/her duties.

Scope of Job Description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Signature	
Name	
Date	