

GuildCare ♥	GUILD CARE JOB DESCRIPTION
Job Title	Retail Manager
Unit	Retail
Responsible To	Area Manager
Responsible For	Deputy Shop Manager(s) and Volunteers
Salary	£30,276.77 (Sp22)
Hours of Work	37.5 hours per week

Job Requirements	
Essential	✓ Can communicate well in English ✓ Literate and numerate ✓ Good Customer Service Skills ✓ Up to date IT Skills ✓ Flexible attitude ✓ Able to take responsibility and work on own initiative ✓ Ability to undertake reasonable lifting duties. ✓ The post holder must be able to provide a satisfactory Disclosure and Barring Service
Desirable	✓ Supervisory or Managerial experience ✓ Experience of Charity Shop sector ✓ Retail Experience (preferably with children's wear & toys) ✓ Good organisation and planning skills ✓ Administration skills and cash handling skills ✓ Experience of working towards targets ✓ Experience of working with volunteers

Job Purpose

To manage and promote the shop to ensure it remains profitable, well known and well regarded and to assist in raising the profile of Guild Care throughout the area.

Maintain effective stock management and merchandising.

To achieve set income budgets and maximize sales.

To line manage the Deputy Shop Manager(s) and a team of volunteers.

Main Duties

- To manage the day to day operation of the shop, including processing deliveries and donations of stock, stock control.
- To liaise with the Furniture Scheme Manager in arranging transfer, collection and delivery of furniture and other items on a day to day basis.
- To rotate stock on a regular basis as directed by the Retail Manager
- To maintain high standards of merchandising, display and cleanliness throughout the shop.
- To ensure the shop is open for business during agreed times.
- To 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.
- To promote and support the Gift Aid Scheme.
- To manage expense budgets and to work within agreed financial and sales targets.

- To organise, arrange and participate in special events and promotions (to include some out of hours work) and to support all other Guild Care initiatives as required.
- To ensure the shop environment complies with trading standards regulations and Guild Care health and safety policies.
- To ensure that the Deputy Manager(s) 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.
- To recruit and manage Volunteers.
- To support any new initiatives that may be introduced.
- 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.
- Create a supportive, fun and creative working environment developing talent and demanding a quality and standard driven approach.
- To provide a high standard of customer service to all internal and external customers and to 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.
- To attend meetings and training sessions as required.
- To perform all reasonable and related duties as required.
- To register with the police as a key holder.

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 the course of 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 the 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	