

## Dual site Shop Manager

<b>Job Level</b>	3	<b>Job Reference No:</b>	
		<b>Role Review Date</b>	
<b>Directorate</b>	FaSE	<b>Function</b>	
<b>Service</b>	Retail	<b>Reports to</b>	Retail Regional Manager

### Scale and scope of role

<b>Direct Reports</b>	1-6 staff depending on shop size Up to 40 volunteers	<b>Indirect reports</b>	1 or 2 retail van drivers depending on area
<b>Budgetary responsibility/ accountability</b>	Depending on shop size responsible for contributing on average up to £35,000 net profit per annum.	<b>Accountable for other resources</b>	Shop health and safety, security, stock donations, customer satisfaction, data protection (Gift Aid)

### Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

### Our Values and Principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

### Purpose of the role

The post holder will be responsible for maximising net income earned from the Red Cross shops and be accountable for the effective management of finances, staff, volunteers,

stock, premises and administration. They will deliver high standards of customer care and ensure that the image and reputation of the Red Cross is maintained. The post holder will also be responsible for seizing local trading opportunities and making management decisions that affect the shops.

## Key Responsibilities

### People

- To effectively recruit, induct, manage, train and develop paid staff and volunteers in the shops to nationally agreed procedures and standards, ensuring necessary cover is maintained during the agreed opening times of the shops
- To ensure that all performance issues, and other issues within the shops, are addressed in an appropriate and timely manner
- To uphold the reputation of the Red Cross by promoting and maintaining high standards of customer care and projecting a warm, appreciative and welcoming attitude towards customers, donors, staff and volunteers
- To effectively communicate with shop staff and volunteers and other Red Cross personnel, cascading information as relevant
- To actively promote the shop in the community and effectively respond to local queries about the services of the Red Cross
- To take responsibility for personal and professional development

### Performance

- To manage the shops on a day to day basis, ensuring targets, budgets and profit levels are managed and met and to motivate other staff and volunteers to achieve this same goal
- To grow shops average weekly sales and shops average weekly profit and to motivate other staff to achieve this same goal
- To develop and grow a commercial and customer focus for the shops, ensuring awareness of local competition, retail sector trends and current local trading opportunities
- To seek, utilise and analyse management information, including EPoS (electronic point of sale) data, to manage shop performance, seize opportunities and make informed management decisions
- To work with and support the wider area team to assist in the delivery of retail plans
- To provide relief cover to other shops where required

### Product

- To proactively generate stock for the shop, raising concerns with the Retail Regional Manager (RM) & Cluster Manager (CM) as relevant
- To effectively manage donated stock, gift-aided stock, corporate stock and bought in goods, ensuring that necessary standards relating to quality, quantity, stock rotation and stock room management are maintained
- To actively sign up donors to Retail Gift Aid and customers to the Red Cross loyalty scheme.
- To ensure the appropriate and optimum pricing of goods in the shops at all times
- To ensure a high standard of housekeeping, display, merchandising and shop floor management, adhering with health and safety guidance and national standards

- To maintain an awareness of the organisation's priorities and promote the work of the Red Cross to volunteers and the general public.

### Property

- To ensure the building and shop equipment are appropriately maintained at all times
- To ensure all issues regarding property, health and safety and shop equipment are referred to appropriate teams in a timely fashion

### Procedures

- To comply with national instructions, policies, procedures guidelines and legislation at all times
- To accurately manage all shop till (EPoS) sales reporting and administrative procedures as specified by the RM & CM
- To ensure the safe and secure handling of money and stock at all times
- To be aware of the work, aims and objectives of the British Red Cross at international, national, area and local level

### Team Leader:

- All team members understand their responsibilities and objectives.
- All resources involving staff managed in accordance with BRC policies and procedures.
- All staff are kept informed of relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

### Team Member:

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

## Pre- engagement checks

### Criminal Records

#### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland

## Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
<b>Knowledge and Skills</b>	Essential	<ul style="list-style-type: none"> <li>Ability to use financial information to make informed decisions and achieve financial targets.</li> <li>Ability to interpret and implement working practices and procedures (e.g. relating to staff and operational processes)</li> <li>Proven management skills and the on-going development of individuals and teams.</li> <li>Outstanding customer care skills.</li> <li>Proven IT skills</li> </ul>	S	I	
	Desirable	<ul style="list-style-type: none"> <li>Ability to understand issues related to working with volunteers.</li> </ul>		I	
<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>Experience with cash handling and reconciliation</li> </ul>	S		
	Desirable	<ul style="list-style-type: none"> <li>Experience working in a retail environment at a supervisory level.</li> <li>Experience of using initiative for positive results.</li> </ul>	S	I	

<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <li>• Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).</li> <li>• Able to work weekends and public holidays.</li> <li>• Able to travel to cover other shops and attend training as requested.</li> <li>• Ability to lift and carry (up to 10kg) bags and boxes full of donated stock, including clothes and books, and (depending on shop) light/heavy furniture (this is a genuine occupational requirement of the role).</li> </ul>	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.