

**Job Description and Person Specification**

**JOB TITLE:** Charity Shop Manager (Cover)

**REPORTING TO:**  Chief Operating Officer

**SALARY:**  £28,598.51 pro rata

**DAYS:**  8.5 hours per week (with additional hours when cover is required).

**CONTRACT TERM:** Fixed term for 9 months

**LOCATION:**  Harington Charity Shop (Hornsey) 44 High St, London N8 7NX (and Harington Charity Shop (Archway), 270 Archway Rd, London N6 5AU).

**LINE MANAGEMENT:**  None but supervision of Shop Assistants, volunteers and Harington students with learning differences

**Main Functions**

As a Shop Manager you’ll manage sales, Gift Aid & profit targets to generate income for our charity. You will empower and lead a diverse shop team, including volunteers and students with learning differences completing work experience. You will demonstrate at all times Harington’s values of kindness, inclusivity, empowerment and independence. You will be passionate about delivering the highest level of shop standards and exceeding customer expectations by providing excellent quality service. You will be commercially aware, seeking out new opportunities to make a real difference to your business, as well as making a positive impact within the local community. You will ensure the safety of the public, staff and volunteers.

The Chaity Shop Manager (Cover) will be guaranteed 8.5 hours a week in the Hornsey charity shop. In addition to this there may be other variable hours over and above this, where they will be asked to provide cover when the Charity Shop Managers or Shop Assistants are on leave at either the Archway or Hornsey Charity Shops.

**MAIN DUTIES AND RESPONSIBILITIES**

**Sales, Donations and Profits**

1. To achieve sales targets and maximise income through effective cost and stock control.
2. To maximise gift aid income from donated stock for eligible donors.

**Maintaining Effective Stock Management & Merchandising**

1. To deliver a high standard of presentation throughout, windows and shop floor by applying suitable display, merchandising and window standards.
2. To maintain the systems for receiving, sorting, storing and pricing donated and bought in stock.
3. To maintain effective stock control and ensure that stock rotation is regularly monitored.
4. To maintain a high standard of housekeeping throughout.
5. To ensure that Trading Standards, Consumer Rights and other legal requirements are always met.

**Management and Training**

1. To take day to day responsibility for managing and delegating work to staff, volunteers and Harington students completing work experience ensuring satisfactory performance.
2. To provide adequate supervision to staff and volunteers
3. To lead by example with a positive working attitude.
4. To attend training as required by Harington

# **Working relationships**

1. To build and develop positive working relationships internally and externally.
2. To ensure that all relevant information and instructions are communicated to staff using appropriate communication tools.

## **Health, Safety and Security**

1. To provide a safe environment that protects all staff, volunteers, learners and the public.
2. To assume full responsibility for health, safety and security matters in respect of premises, staff and stock. Report any problems/incidents to the Interim Chief Operating Officer.
3. Ensure manual handling guidelines are followed.
4. To ensure all electrical and equipment within the shop are well maintained and in good working order for safe use.
5. Being fully responsible for the maintenance of personal health and safety and the development of safe working practices.
6. To comply with and support the development of Harington policies and procedures.
7. To follow safeguarding policies and procedures.

## **Administration and IT**

1. To ensure that all start and end of day banking procedures are carried out and that effective financial controls are in place.
2. To ensure all shop administration is completed to agreed deadlines.
3. To follow Gift Aid procedures.
4. To manage all paperwork and ensure that an effective filing system is maintained.
5. Anything else that the role requires that is commensurate with the grade

**PERSON SPECIFICATION**

**Method of Assessment – A = Application Form, I = Interview, T = Task**

|  |  |  |  |
| --- | --- | --- | --- |
| **Experience** | **Essential** | **Desirable** | **Method** |
| Experience of working in retail | **X** |  | **A / I** |
| Experience of managing a diverse team of employees or volunteers | **X** |  | **A / I** |
| Experience of retail management in a Charity Shop or other retail setting. |  | **X** | **A / I** |
| Experience of working to sales and profit targets |  | **X** | **A / I** |
| Experience of working with people with learning differences  |  | **X** | **A / I** |
| **Skills, Knowledge and Understanding** |  |  |  |
| Good commercial awareness | **X** |  | **A / I** |
| Good IT skills, in the use of the Microsoft Office Suite for business purposes and sales technology (eg. Tengo) | **X** |  | **A / I** |
| Working knowledge of Health & Safety regulations and procedures. | **X** |  | **A / I** |
| Experience of working to sales and profit targets |  | **x** | **A / I** |
| Good understanding of high street retail fashion |  | **X** | **A / I** |
| **Personal attributes** |  |  |  |
| Effective leadership and the ability to motivate others | **X** |  | **A / I** |
| Outstanding communication and interpersonal abilities | **X** |  | **A / I** |
| The ability to plan and prioritise workloads and delegate accordingly and work under pressure | **X** |  | **A / I** |
| A commitment to ensuring good customer service  | **X** |  | **A / I** |
| A commitment to delivering equalities, diversity, inclusion, and sustainability throughout Harington, challenging, and developing practice, when necessary. | **X** |  | **A / I**  |
| A commitment to ensuring the safeguarding of our students  | **X** |  | **A / I** |

**Notes**

This list of duties is not intended to be exhaustive but simply highlights some of the major tasks of the post.

**EQUALITY, DIVERSITY and INCLUSION**

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability and meet the minimum criteria for the role will be guaranteed an interview.

**SAFEGUARDING**

We are committed to safeguarding and promoting the wellbeing and safety of our students and our staff. We expect everybody working for the Harington to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

**CONFIRMATION OF APPOINTMENT** - subject to a satisfactory 3 month probation period.