



JOB DESCRIPTION

Job title:	Shop Manager
Reporting to	Head of Finance & Retail
Responsible for	Shop support staff and volunteers
Office base	Ellesmere Port (with flexibility to cover other stores)
Hours	37.5 (5 days per week, including weekend work)
Salary	Circa £18,000 - £19,000

Role Overview

At Changing Lives Together (CLT) our vision is to enable people to move forward, to give them confidence and take control of their lives. We prepare people for the workplace and teach them the vital life skills and sense of worth which will energise them to succeed for themselves. We also support individuals and families that make up a “place” to become a community.

Changing Lives in Ellesmere Port (CLiC, trading name of CLT) is looking to recruit an adaptable Shop manager that is comfortable working within a challenging and multitask environment.

Guiding the Ellesmere Port shop to long term success and sustainability, you will be the face of the shop, representing Changing Lives Together. You will build relationships and maintain professional standards with the sales team and the customers.

As the shop manager you will be expected to control all aspects of the store; from sales and profit to training and recruitment.

Enthusiasm, initiative and excellent communication skills are essential in this role to motivate a small team including volunteers and ensure they meet targets, maximize sales and deliver excellent customer service.

Main Responsibilities and duties:

Overall Job Purpose

- Take full responsibility for the day to day management of the shop
- Brief the Head of Retail & Finance at regular agreed intervals on progress towards store targets
- Propose actions for improvements in operations based on your own assessment
- Maintain an awareness of developments in local stores, especially in the Third Sector

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- Maintain an awareness of the work of CLiC and relevant local or national issues through press, media and local views.
- Maintain and develop good channels of communication with colleagues in other CLT stores, as well as the local community and its organisations.
- Ensure the store meets sales targets by addressing obstacles and looking to overcome these
- Initiate marketing campaigns and sales promotions to increase sales.
- Ensure the shop is competing effectively with local competitors.
- Ensure all staff and volunteers maintain a high standard of customer care
- Promote the store in the local community
- Maximize the sales potential of new goods
- Maintaining effective stock management & merchandising
- Control pricing in line with company policy and ensure the highest possible resale value of donated stock
- Ensure all items offered for sale meet current legislation and CLT's policies and procedures
- Apply company display, merchandising and window dressing standards.
- Dispose of un-saleable items in a sensitive manner, at the lowest cost to the organization, with the minimum impact on the environment and achieve recycling or reuse where possible.

Staff supervision & training

- Take day to day responsibility for managing and delegating work to the shop staff and volunteers
- Provide adequate supervision for all staff and volunteers in the shop
- Manage and address people related issues sensitively and in a proactive manner in accordance with procedures
- Encourage staff motivation
- Provide clear communication and updates for all staff
- Assist with training for all store staff and volunteers.
- Identify training requirements
- Manage and develop relationships with service providers who are located within the store
- Improve own personal development through relevant training

Administration

- Complete daily/weekly sales returns and brief the Head of Retail and CEO as required.
- Ensure store costs do not exceed agreed budget.
- Ensure that Data Protection and Information Governance procedures are followed.
- Apply Trading Standards Regulations in the store and ensure staff are aware of these.
- Apply cash management and security procedures.

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- Act to ensure the store is adequately staffed, setting and maintaining staff/ volunteer rota
- Control and requisition store supplies.
- Process all mail and correspondence
- Bank takings using agreed banking procedures.

Premises management

- Ensure store housekeeping is to company standard.
- Take day to day responsibility for store exterior.
- Ensure all store equipment is kept in good working order
- Act as a key holder
- Ensure the security of store takings, stock and vehicles.
- Provide best circumstances for the personal security of staff and volunteers.

4. Usual Accountabilities

- To receive, store and process data (in whatever form or medium such data takes – e.g. electronic and/ or documented) in a confidential manner and in accordance with the Company's agreed data management policies and accordance with GDPR regulations
- To develop/attend team and organisational meetings
- To have regular supervision and review of targets
- To promote the conduct and ethos of the organisation at all times
- To understand and apply all CLT's policies and procedures at all times in all areas of your employment
- To attend any relevant training to support continued professional development in line with the organisations training policy
- To carry out such relevant and appropriate duties commensurate with the framework of the post and grade that from time to time may be required by management in consultation with the post holder.
- This job description is subject to regular review in accordance with changing organisational needs and consultation.



	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Line management experience 	<ul style="list-style-type: none"> Volunteer management qualification
Experience	<ul style="list-style-type: none"> Significant demonstrable experience of working with and supporting placements and volunteers Proven success in a shop/store supervision role Evidence of skills or qualifications in Math's and English To have excellent IT skills especially Word and Excel To be highly disciplined and capable of managing people To be flexible, enthusiastic and able to work on own initiative To have strong leadership, communication and multitasking skills 	
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> People-focused approach Administration and systems skills Ability to promote and demonstrate anti-discriminatory practice Communication skills Clean driving license and access to vehicle 	
Personal Attributes	<ul style="list-style-type: none"> Influencing skills 	

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Changing Lives Together is committed to supporting people with disabilities and will make reasonable adjustments to these requirements where this enables a disabled person to do the job effectively.

This position will be subject to an DBS check.

Please note we do not score CV's please use the application Form.

Closing date: 24 June 2020

Interviews: Week commencing 29 June 2020

Please return your completed application form by email or post to:

Email – mjenkins@changing-lives-together.org.uk and holly.threlfall@changing-lives-together.org.uk marking the header Recruitment Private and Confidential

Post

Private and Confidential (Recruitment – Chief Executive Office)
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