

## JOB DESCRIPTION

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<b>Job Title:</b>	<b>Shop Manager</b>
<b>Department:</b>	<b>Income Generation</b>
<b>Reporting to:</b>	<b>Area Manager</b>
<b>Responsible for:</b>	<b>Assistant Shop Manager, Volunteers</b>

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### PURPOSE OF ROLE:

You will be responsible for maximising income within the Tenovus Cancer Care shop. You will be accountable for the effective management of staff, volunteers, finance, stock, premises, customer care and administration. You will deliver high standards of customer care and ensure that the brand and reputation of Tenovus Cancer Care is upheld. You will also be responsible for representing the charity in the local community and fostering great opportunities to grow the business.

### MAIN DUTIES AND RESPONSIBILITIES:

#### Commercial Performance

- Empower your team to deliver and maintain exceptional retail standards, including visual merchandising, effective valuing and pricing, customer service, stock generation and management and adherence to organisational policies and values
- Be commercially aware with an ability to analyse sales reports and data to maximise sales
- Proactively generate stock for the shop ensuring that standards relating to quality, quantity, stock rotation and stock room management are maintained
- Ensure the appropriate and optimum pricing of goods in the shop at all times
- Use and analyse management information, including weekly and monthly sales data
- Manage shop performance and make informed business decisions to meet the shop budget
- Maximise return from the Gift Aid scheme, ensuring it is operated to its full potential, and within HMRC guidelines
- Ensure a high standard of housekeeping, display, merchandising and shop floor management, complying with Health and Safety policy

## People, Management & Procedure:

- Recruit, induct, manage, train, and develop paid staff and volunteers and ensuring necessary cover is maintained during the agreed opening hours of the shop
- Ensure your team feels valued, motivated, developed, happy and supported and are united in a common goal to raise as much money as possible for Tenovus Cancer Care
- Keep the team informed and engaged by making sure all relevant communications are shared with the Assistant Manager and Volunteers
- Ensure that all policies and procedures are complied with by staff and volunteers
- Provide a safe environment for staff, volunteers and customers, complying with Health and Safety policies and procedures
- Adhere to our equality & diversity policies, providing a safe, supportive, welcoming, and inclusive shop environment that supports the charity's values
- Attend meetings, training courses and events when required by the charity

## Community Engagement

- Positively represent and promote Tenovus Cancer Care in all work with external partners
- Build and maintain relationships with current and potential donors and supporters
- Build on existing fundraising activity, developing new and imaginative fundraising activities locally to raise shop profile and Charity awareness
- Support the Fundraising Team as and when required for events held centrally and in your area
- Be knowledgeable about Tenovus Cancer Care services and how they can be accessed so you can signpost as necessary

Prepared by: Retail team

Date Prepared: July 2022

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<b>PERSON SPECIFICATION</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience &amp; Knowledge</b>		
Proven experience of managing a team including recruitment, development and performance management	●	
Experience of meeting and exceeding targets	●	
An awareness of retail and shopping trends	●	
Experience of dealing with customers and providing excellent customer service	●	
Knowledge and experience of using computers	●	
Experience and understanding of administration procedures	●	
Previous retail experience		●
Experience is cash handling and financial controls		●
Experience of analysing and interpreting data and using it to make commercial decisions		●
Experience of stock management and visual merchandising		●
Experience of recruiting, managing and motivating volunteers		●
Experience of implementing safeguarding procedures for vulnerable adults or children		●
Experience of being responsible for, or putting into practice, Health & Safety procedures		●
<b>Skills</b>		
Strong leadership and motivation skills	●	
Strong drive to achieve results	●	
Ability to build and develop a team to successfully achieve targeted income	●	
Excellent interpersonal and communication skills with the ability to make people feel valued	●	
Excellent planning and organisational skills	●	
Able to act on own initiative and take a proactive approach	●	
Able to prioritise workload and delegate tasks effectively	●	
Ability to create a good and positive working environment and deal effectively with issues and problems	●	
<b>Other</b>		
Flexible approach to working hours including working weekends and Bank Holidays	●	

## **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

## **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

## **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

## **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day-to-day activities.

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