



HOMELESS ACTION RESOURCE PROJECT (HARP)

JOB DESCRIPTION

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| POST: | Shop Manager |
| SALARY: | Salary £16,440-£18,453 (Point 16-19) |
| HOLIDAY: | 25 days pa exclusive of bank and statutory holidays |
| RESPONSIBLE TO: | Service Operations Manager |
| RESPONSIBLE FOR: | Running a Charity Shop in London Road, Westcliff |

Main Purpose of the Job:

- To manage the HARP Charity Shop, ensuring an efficient and effective management of staff, HARP clients on work experience and volunteers and to maximise the efficiency and profitability of the shop.
- To play a part in achieving the organisation's mission by supporting the operational and fundraising services, both with direct financial support and by encouraging a profile in the community.

MAIN DUTIES AND RESPONSIBILITIES

The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.

Strategic Role as a Shop Manager

1. To take day to day responsibility for managing your shop.
2. To brief the Service Operations Manager at regular agreed intervals (and immediately if urgent) on progress in your shop.
3. To propose action to the Service Operations Manager for improvements in operations.
4. To maintain an awareness of developments in local shops, especially in the Charity / low cost sector, updating the Service Operations Manager as required.
5. To maintain an awareness of the work of HARP and relevant local or national issues through press, media and local views.

6. To maintain and develop good channels of communication with colleagues in other HARP Shops (as developed), local communities and organisations.
7. To assist the Service Operations Manager as required in area wide initiatives, for example new shop openings.
8. To provide cover for other shop managers (when new shops are developed) from time to time in other stores, as required by your Service Operations Manager. This would usually be through negotiation and mutual agreement, although in an emergency you may be asked to cover at short notice.
9. To liaise with HARP's Training & Support Team who will jointly support and guide clients on Work Experience programme in the Shop.

Income / Sales

1. To ensure the shop meets sales targets set in collaboration with the Service Operations Manager.
2. To ensure the shop is competing effectively with local competitors.

Judgement & Decision Making

1. To make day-to-day decisions to ensure the successful and safe trading operation of the shop.
2. To decide, without reference, but with procedural guidelines, what prices to charge for individual items to maximise both turnover and income.
3. To ensure that all activities are carried out in harmony with HARP's mission and values and within the spirit of its equal opportunities policy.

Premises

1. Hold shop keys, opening and closing the premises for trading hours, ensuring that the hours are strictly adhered to, and responding to emergency call out if, and when necessary.
2. In liaison with Service Operations Manager and volunteers, ensuring the shop is kept clean and tidy and goods are displayed in an attractive and presentable manner.
3. To ensure the security of Shop takings.
4. To provide the best circumstances for the personal security of staff and volunteers.
5. To ensure that security procedures are understood and implemented by all staff and volunteers.
6. Ensure that all statutory responsibilities are met, including Fire and Health & Safety regulations.
7. To inform Service Operations Manager of necessary repairs and maintenance, agree action plan and costs, organise for work to take place using authorised contractors and working within required authority level.

Stock Management

1. To supervise and maximise the efficiency of the collection system.
2. To ensure the highest possible resale value of donated stock.
3. Accept, sort, price and display goods for sale to maximise income within agreed guidelines.

4. To ensure that all goods sold comply with safety and other legislative requirements.
5. Identify and arrange for a valuation of goods that might be valuable ensuring Service Operations Manager's awareness.
6. To create and build attractive displays.
7. To control stock density and rotation.
8. To initiate local stock and sales promotions.

Staff Responsibility

1. To lead and develop the staff and volunteers in your shop, encouraging effective communication, setting objectives and helping to foster a positive team spirit through regular team meetings.
2. To ensure that the shop is adequately staffed at all times, including days off, lunch breaks, and holidays in order to maintain levels of service and ensure cover for own holiday periods.
3. In association with the Volunteer Coordinator and the Service Operations Manager, recruit, train, support and coordinate the work of the staff and volunteers in accordance with HARP's policies and procedures.
4. Conduct appraisals and performance reviews as and when required.
5. To be responsible for the day to day health & safety and welfare of staff, including you, volunteers, visitors and customers.
6. To ensure that staff and volunteers are adequately trained to enable them to fulfil their duties effectively.

Public Relations

1. Identify local publicity opportunities with the Service Operations Manager to take advantage of those opportunities.
2. Collaborate with the Service Operations Manager to organise special events and / or promotions.
3. Publicise the shop, enhance the image of HARP through a professional and high quality service as well as the look of the shop.
4. Maintain good relations with the public.

Administration

1. To complete daily / weekly sales returns and brief Service Operations Manager as required.
2. To ensure shop costs do not exceed agreed budget.
3. To apply Trading Standards Regulations in the shop and ensure staff are aware of these.
4. To apply cash & control procedures within required authority and responsibility levels.
5. To control and requisition shop supplies.
6. To process post.
7. To bank takings using agreed banking procedures.
8. Ensure the security of stock and cash on the premises and report any shortfalls to the Service Operations Manager.

Health & Safety

1. Ensure that all staff and volunteers adopt a safe working practice in accordance with HARP's Health & Safety Policy.

2. Ensure that all incidents and injuries are recorded and reported to the Service Operations Manager in accordance with RIDDOR.
3. Work with the Service Operations Manager to ensure any Health & Safety issues are resolved quickly and effectively.

Team / Organisational Work

1. To foster a good working relationship with all Trustees, Executive and service staff with whom the job interacts.
2. To be responsible for conforming to the policies and procedures located on the server, including health & safety requirements and attending courses as directed
3. To attend staff meetings as required.

Personal Development

1. To participate in annual appraisals
2. To identify own on-going educational needs and discuss with the Service Operations Manager to achieve those development needs
3. To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period.

CRIMINAL RECORDS BUREAU – DISCLOSURE

HARP aims to promote equality of opportunity for all with the right levels of experience, skills and potential. HARP welcomes applications from diverse candidates.

Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As HARP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

Copy of Job Description Issued to Current Job Holder

I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.

Name:

Signature:

Date: