

Tŷ Hafan Job Description

Job Title: **Shop Manager**

Reporting To: **Retail Manager**

Job Purpose: To ensure that the shop achieves its sales & profit targets and promotes awareness of the Care Services.

Main Duties and Responsibilities:

Donations & Stock Handling

1. To ensure that incoming stock is handled with care & politeness, ensuring that appropriate levels of stock are retained and prepared for sale.
2. To handle cash donations in accordance with policies and procedures.
3. To ensure stock densities on the shop floor are at optimum levels and rotation is up to date.
4. To ensure that pricing is implemented with the guidelines given.
5. To ensure that stock is displayed attractively on the shop floor.
6. To ensure corporate 'point of sale' guidelines are adhered to.
7. To limit the amount of shop wastage where possible.

Staff and Volunteers

8. To ensure that attempts are made to recruit sufficient volunteers and retain the existing volunteers.
9. To help create a positive and fulfilling environment for other staff & volunteers.
10. To recruit, train and manage staff and volunteers ensuring that they are competent to carry out the duties required of them.
11. To regulate a staffing rota, ensuring that sufficient cover is available.

Security & Health/Safety

12. To ensure that till reconciliation and banking is completed each day.
13. Preparation and submission of necessary paperwork, meeting stated deadlines.
14. To undertake daily health & safety checks, as directed by senior management.
15. To monitor staff & volunteer purchases, ensuring adherence to policy.
16. To be responsible for key holding.

Additional Items

17. To attend meetings and training sessions as requested.
18. On occasion to work excess hours, for example to cover absence for sickness or holidays.
19. On occasion to work at another shop.
20. To fulfil mutually agreed additional duties when necessary.