



**Job Title: Charity Shop Manager**

**Location: Local Charity Shop**

**Reports to: National Retail Manager**

**Introduction to multiple sclerosis and the MS Society**

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

**Purpose**

To manage an MS Society Group Shop, ensuring efficient and effective management of staff, premises and stock to provide a high quality community focussed retail service in relation to agreed performance targets. Whilst ensuring all appropriate standards of security and Health and Safety are met and that relevant documentation is in place and maintained in order to comply with current legislative regulations; e.g. Health and Safety, staff inductions etc.

Ensuring revenue is maximised to support the activities of the MS Society local group.

**Key Relationships:**

Internal

The post holder works closely with National Retail Manager: MS Group and Volunteers

**External**

The post holder will cultivate external relationships to promote both shop and group activities within the local community.

## **Key Accountabilities:**

The MS Society Charity Shop Manager will support delivery of the Society's Services & Support strategy to deliver the MS Society's strategic goals by:

- 1. Management of the Shop**
- 2. Oversee/Management of volunteers**
- 3. Management of finances**
- 4. Management of policies and procedures**

## **Our values**

We expect everyone who works with us to model and promote our values:

### **Bold**

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

### **Expert**

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

### **Ambitious**

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

### **Together**

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

## **Detailed Responsibilities**

### **1. Management of the Shop**

- Maximise shop income and achieve agreed performance targets to realise the full potential of the shop.
  - Maintain a high level of commercial awareness by staying informed of sales trends stock position and local competition.
  - Implement the highest standards of customer care.
  - Accept, sort, price and display stock daily in accordance with Shop Manual guidelines.
  - Ensure stock processing targets and rotation targets are adhered to.
  - Oversee implementation of the National pricing policy for the shop.
  - Oversee the recycling and arranging of collections.
  - Responsible for purchasing shop essentials.
  - Ensure shop is clean & tidy at all times.
  - Deal with demanding customers, complaints and queries.
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- Oversee best possible presentation and display of goods for sale advise National Retail Manager ahead of any promotions or sales
- Hold shop keys, and opening and closing the premises ensuring that the advertised trading hours are adhered to.

## **2. Oversee/Management of volunteers**

- Oversee and manage the work of staff/volunteers and the attendance rota.
- Set up and manage standards relating to customer service.
- Set responsibilities for volunteers, and encourage them to work as a team.
- Encourage their commitment and value their new ideas.
- Ensure all new recruits receive appropriate training and support before they are allowed on the shop floor.
- Ensure all new recruits receive an induction, including provision of Shop Operating Manual, which must be adhered to.
- Ensure all volunteers continue to receive training as and when required.

## **3. Management of finances & Administration**

- Ensure all financial and administrative procedures are followed including daily reconciliation of takings, banking, maintenance of petty cash, performance returns, van collection and volunteer records.
- Accurately input Weekly Sales data onto Weekly Return and email to National Retail Manager every Saturday by close of Trade.
- Responsible for the authorisation and administration of Petty Cash.
- To keep under review shop equipment and stationery requirements.

## **4. Management of policies and procedures**

- To be aware of and comply with all Health & Safety Legislation relating to the welfare and safety of volunteers and customers and the operation of the shop and café and all items sold. (remove for shops without a café)
  - Ensure all volunteers are given the shop Health & Safety Manual and Shop Operating Manual.
  - Train volunteers to handle the equipment in the shop, i.e. ladders, tagging guns, steamer, microwave, coffee machine and percolator, toaster and vacuum cleaner.
  - To ensure a fire drill is activated periodically in line with MSNC guidelines for different shifts.
  - To instruct volunteers on the use of tills, card machine, and telephone.
  - To ensure volunteers adhere to the MS Society's policies and procedures as instructed by the Society's Head of Health & Safety and National Retail Manager
  - To promote equality and diversity best practices.
  - Liaise with outside services/ P.A.T testing, fire equipment and pest control etc.
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- To be aware of and comply with Trading Standards Legislation.

### **General**

- Compliance with MSS's governance procedures, MSS policies and guidelines.
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best.

### **Other Duties**

- To undertake any other works as could be expected of a Charity Shop Manager
- Attend and participate in National Retail and appropriate Fund Raising Meetings
- Use HR Select to manage own personnel information request holidays and record sickness absence

### **Confidentiality**

Maintain absolute confidentiality with regard to all company information

### **Person Specification**

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

### **Qualifications**

- GCSE in English and Maths or
- Relevant professional experience, which demonstrates equivalent academic skills

### **Experience**

- Experience of working in retail management or other relevant management experience.
- A proven track record of success in leading and managing a team (volunteers or staff) of comparable size and complexity, to deliver high quality results to deadlines
- Demonstrable experience of applying effective problem solving techniques when the situation demands
- Experience of financial and budgetary management
- Experience of basic IT skills (to include excel & Word)

### **Knowledge and skills**

- Good knowledge of health and safety regulations with regard to running the shop
  - Able to use own initiative
  - Demonstrable commitment to collaborative team work
  - Demonstrable commitment to inclusive working, ensuring equality and valuing diversity
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- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Excellent organisational and workload management skills

### **Employment terms**

Grade: C1

### **Salary scale:**

**Signed by post holder**

**Date**

**Signed by Executive Director**

**Date**



## MS SOCIETY JOB DESCRIPTION

### MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p><b>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</b></p> <p><b>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</b></p>	<p><b>Together</b></p> <p><b>Expert</b></p>
Open to change and innovation	<p><b>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</b></p> <p><b>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</b></p>	<p><b>Bold</b></p> <p><b>Ambitious</b></p>
Sound decisions	<p><b>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</b></p>	<p><b>Ambitious</b></p>

	<p><b>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</b></p>	<b>Expert</b>
<b>Collaborative working</b>	<p><b>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</b></p> <p><b>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</b></p>	<b>Together</b>
<b>Effective Communication</b>	<p><b>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</b></p> <p><b>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</b></p>	<b>Together</b>  <b>Expert</b>
<b>Outcome focussed</b>	<p><b>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</b></p> <p><b>As a team manager, maintains focus on successful outcomes rather than hours</b></p>	<b>Bold</b>  <b>Together</b>

	<p><b>worked, empowering and trusting people to be responsible and accountable for their work.</b></p>	
<b>Inclusivity</b>	<p><b>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</b></p> <p><b>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</b></p>	<b>Together</b>
<b>Accountability</b>	<p><b>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</b></p> <p><b>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.</b></p>	<b>Bold</b> <b>Expert</b> <b>Ambitious</b> <b>Together</b>
<b>Tech Savvy</b>	<p><b>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</b></p> <p><b>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</b></p>	<b>Bold</b> <b>Ambitious</b>