



## Flagship Store Manager

# Job description

<b>Location:</b>	Lewisham
<b>Accountable to:</b>	Retail Manager

## Duties & responsibilities

### Management

- To train and deliver exceptional levels of great customer service.
- To develop, deliver, and maintain a current and relevant product offer and pricing in line with customer and market trends within our stores.
- Ensure the counter and retail operation are staffed at all times and provide cover where necessary.
- Co-ordinate, sort, price, and display stock to maximize sales and organize regular disposal of unsaleable items.
- Support in the organisation of stock control to ensure fully stocked and attractively displayed.
- Arrange workplace induction and training for Companions, staff, and volunteers in liaison with the Retail Manager including training on health and safety.
- To ensure a safe and secure working environment for staff, Companions, volunteers and customers. Maintain and develop good customer relations and handle customer surveys and complaints.
- Responsible for day-to-day problem-solving and conflict resolution, taking appropriate disciplinary action in a fair and consistent manner when necessary in line with community policies and procedures.

### Administration

- To merchandise retail stock in the shops effectively to maximise sales whilst maintaining cleanliness.
- To assist with marketing the retail shops in the local area and on social media to maximise Emmaus' profile, donations, stock generation, and sales.
- Monitor compliance with relevant legislation, including Health and Safety & Fire Regulations in the workplace and the Data Protection Act.
- Contribute to growing the business and to the maximisation of profit from shop operations, Gift Aid, and other business activities and accounts.
- Support the Retail Manager in training and managing volunteers to ensure the effective operation of the shops.

# Duties & responsibilities

## People

- Support the development of Companions and of Emmaus' work in the wider community.
- Coordinate, supervise, support, and train Companions, volunteers, and staff to ensure high-quality customer service.

## General

- Ensure the shops comply with the law and are administered effectively at all times.
- Utilising the stock management system to its full potential.
- To undertake daily closing procedures, including cashing up, locking the shop, and banking.
- Ensure policies and procedures for handling, movement, and security of monies and stock are adhered to at all times and correct monitoring procedures are in place.
- Any other duties and tasks deemed necessary by the Retail Manager or member of the Management Team.
- To be flexible and willing to carry out any tasks when necessary and to participate in the on-call rota

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## Person Specification

### Essential

- GCSE in Maths and English or equivalent
- Line management experience
- Visual merchandising experience
- Experience of working as part of a team
- IT skills, including Microsoft word, basic Excel, internet, websites and email
- Proven experience of working in a retail environment
- Team building, coaching, supervision
- Customer service
- Stock and cash experience
- Effective communication skills
- Ability to stay calm and cope under extreme pressure
- Ability to delegate
- Effective administration, organization and time management
- Working with volunteers
- Ability to maintain professional boundaries
- Health & Safety: fire safety, manual handling, first aid, security
- Full Driving Licence

### Desirable

- Retail management
- Multi-store management
- Recycling or second-hand retail experience
- Stock and cash management
- Working with vulnerable people or people with challenging behaviour
- Volunteer recruitment
- Retail and trading law
- Health & Safety: fire safety, manual handling, first aid, security
- Homelessness issues
- Social media management

## Personal Characteristics

- Enthusiastic with a 'CAN DO' attitude
- A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential
- Effective team player, with the ability to lead, work and delegate
- Commitment to environmental sustainability and social development
- Able to welcome people with no prejudice Strong emotional resilience and able to identify when external support is needed for self and others
- Flexible and adaptable to meet the needs of the community and business Have an understanding of and belief in equality
- Effective communication skills - including written, verbal, listening skills
- An understanding of and empathy for the work of Emmaus, and an ability to uphold Emmaus values
- Clear professional boundaries

## Other Core Competencies

- Engaging with others
- Dealing with challenges
- Planning and organising with good time management and ability to prioritise
- Engaging with people in a positive way, to make sure messages are easily understood and people are valued and respected

