

Let's change how we age

Retail

Shop Manager

The job, in a nutshell

To maximise shop sales and profits as well as manage the day to day running of the shop and represent Age UK as an efficient and charitable organisation by ensuring that your actions reinforce Age UK's values and beliefs.

Often as the only paid member of staff, our managers are comfortable in this environment, really enjoy working with others and are great at delegating to their teams.

www.ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Our values

Collaborative
Ambitious
Impactful
Inclusive

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What you'll do for us:

Sales and Profit

- Monitor and be accountable for sales and profit performance, as well as ensure that the team are aware of and engaged in the shop's financial performance.
- Foster a creative shop environment where team members seek to maximise income in new and innovative ways
- Manage the team to maximise income from Gift Aid on donated products.
- Sell and actively promote Age UK Lottery and Raffle
- Ensure that all Age UK financial procedures are adhered to and executed in a timely fashion by the shop team.
- Maximise the shop's opening hours and ensure that the shop is open and managed by the shop team in the manager's absence.
- Conduct daily floor walks to ensure that Age UK's standards are achieved and maintained.
- Maintain a high standard of presentation, in the shop window, throughout the shop and in the back room.
- Achieve and main high standards of housekeeping, organisation and cleanliness throughout the shop premises.

Staff & Volunteers

- Provide training, development, and performance management of staff.
- Recruit, induct and retain an inclusive and diverse volunteer team, at agreed levels, to support the maximising the shop's income and profitability and guarantee the smooth running of the shop.
- Provide training and development for paid staff and volunteers to enable them to perform their jobs efficiently and effectively.
- Organise a rota to ensure the shop runs effectively and the shop floor and sorting room tasks are allocated.
- Adhere to Age UK's policies & procedures when dealing with people

Location
Age UK shops

People management
Yes

Division
Retail

We're an **Age-friendly Employer**

disability confident

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issues in the workplace.
- Maintain excellent levels of communication with the shop team by holding regular team meetings and one to ones.
- Maintain an empowered, motivated, and engaged shop team and by ensuring that they understand the value of their contribution to the charity.
- Appropriately and consistently assess the skills and potential of the volunteer team and delegate accordingly.
- Inform the shop team of business communications, promotions and information relating to Age UK.
- Ensure that all staff comply with Age UK policies.
- Adhere to and enforce Age UK's safeguarding policies and ensuring that the shop team comply with these guidelines.

Stock
- Be accountable for sourcing sufficient levels of donated stock in collaboration with the shop team.
- Actively promote and achieve the charity's Gift Aid expectations and manage the process to HMRC requirements.
- Ensure there is an adequate flow of stock from stockroom to the shop floor.
- Ensure there is adequate stock available on the shop floor on all key lines.
- The role will demand moving a lot of stock daily.
- Hang sufficient stock in line with agreed targets.
- Select and price stock at a consistent level in accordance with Age UK price guidelines.
- Rotate stock in line with Age UK's agreed time limits.
- Comply with all instructions regarding the sale and stock control of New Goods.

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Administration & Security

- Ensure all relevant administration is completed on time and in accordance with Age UK's Retail Operations Manual.
- Bank daily according to Age UK's policies and procedures.
- Ensure all financial, cash handling and security procedures are adhered to as per Age UK's policies and procedures.
- Hold the shop key, ensuring that the shop is secure whenever it is left unattended.
- Complete all required back-office IT system processes to Age UK standards.

Other Responsibilities

- Work closely with the Area Sales Manager to ensure any problems in the shop are resolved quickly and effectively.
- Comply with Health & Safety and operational policies and procedures ensuring that your staff also adhere to the requirements.
- Undertake any other appropriate duties required to achieve performance targets and realise the full potential of the shop.
- Travel within the region where required in the performance of the job, to provide cover in another shop, or for training activities.
- Attend and participate in meetings as and when required.
- Maintain absolute confidentiality regarding all charity information.
- Provide a safe environment that protects all staff, volunteers, and the public.
- Represent Age UK in a positive fashion

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Must haves

The letters after each competency indicates at what stage in the selection process this area will be assessed.
Application = A, Interview = I, Test = T, Presentation = P

Skills and knowledge

- Experience in a performance driven retail/customer centric environment **(A, I)**
- Experience of managing people **(A, I)**
- Ability to build, retain and develop a team **(A, I)**
- Strong commitment to delivering results through teamwork, partnership and inclusive leadership **(A, I)**
- Ability to delegate, coach and listen **(I)**
- Ability to manage time under conflicting priorities **(I)**
- Ability to motivate self and others **(I)**
- An open and adaptable approach to change and be able to support others through it **(I)**
- Ability to fulfil the stock-handling requirements of the role, including moving items weighing up to 10kg, with reasonable adjustments where needed **(I)**
- Commitment to promoting equality, diversity and inclusion, and treating colleagues and customers with dignity, fairness and respect **(I)**
- Experience of communicating with a diverse workforce and customer base **(A, I)**
- Ability to establish and maintain successful retail processes and merchandising **(I)**
- IT literacy and numeracy skills **(A, I)**

Any other details

On occasion there may be a requirement for a flexible approach, working additional days to cover holidays and sickness or to participate in trading outside of normal shop hours e.g. shop events.

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Please note many Age UK shops are split-level; please get in touch if you want to discuss accessibility in the shop you are applying to.

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