

Job Description



Job title: Shop Manager

Reporting to: Area Manager

Salary: £38,810 per annum

Hours: 40 per week, five days over seven-day rota

Location: Ealing Broadway; 5 The Mall, W5 2PJ

Contract: Permanent

Aim and influence

- Achieve weekly/ annual sales and profit targets for shop.
- To effectively manage the day to day running of the shop staff and volunteers with the aim of optimising profit through maximising sales and controlling shop expenses to support Crisis' bigger mission.
- Deliver training for Crisis members to learn and develop skills in retail and customer service through our Retail Training Programme.
- Work within Crisis values, including Resolve to End Homelessness.

Other key details

- A 5 day fully flexible working pattern, including weekends and bank holidays. You will be responsible for setting your team's rota, ensuring the shop is fully covered
- Flexibility required where reasonable and appropriate to accommodate short notice alterations to working pattern.
- Must work in other shops within London as required
- Attend and undertake any relevant training workshops, events or meetings as required. Occasional travel may be required which could include travel throughout the UK and overnight stays, for which time off in lieu will be given in accordance with Crisis' TOIL policy.
- A satisfactory Basic Disclosure from the Disclosure Barring Service is required for this role.



**Together
we will end
homelessness**

Organisational Chart



Please note structure is subject to change

Job Responsibilities

Financial

- To be ultimately responsible for cash handling, banking and associated administration, ensuring all till operations are carried out with accordance to Crisis policies and procedures.
- Budget responsibility specific to the shop the post holder manages
- Regularly review financial data to ensure the store and staff are meeting their financial targets

People management

- To provide effective leadership and encourage team and volunteers to maximise their potential through Crisis training while also managing and addressing underperformance.
- Line management of permanent staff to include performance development reviews and staff PDPs in line with Crisis procedures, identifying and escalating any training needs and performance issues.
- Responsible for recruitment, management and supervision of volunteers within Crisis HR operational policies and procedures & volunteer guidelines. (to include inductions & relevant training with support from Volunteer Partner).
- Responsible for recruitment, management and development of paid shop team within Crisis HR operational policies and procedures (to include induction and relevant training).

- To work in a collaborative & constructive manner across departments and shop teams to implement Crisis' strategic direction.
- Produce & communicate monthly staff and volunteer rotas, ensuring ensure the shop is adequately covered at all times including peak trading days, weekends and seasonal periods.
- Support the involvement and recruitment of volunteers from the local community and Crisis members.
- Be an active member of the Innovation and Enterprise team, constructively considering ways to increase Crisis income streams and improve the team's performance and processes.
- Maintaining the overall culture of the shop to ensure all staff represent and embrace Crisis' values and goals to resolve to end homelessness.

Commercial management

- Maximise shop's sales performance and work with Area Manager and Retail Ops Manager to actively seek ways to improve sales on a continuous basis.
- Meet required performance standards and targets by motivating and managing paid team and volunteers to achieve Key Performance Indicators.
- Ensure that stock is valued appropriately and to ensure optimum use of stock sourced through donations via shop floor, rags and other stock generation methods.
- Ensure stock levels are sufficient to achieve required shop floor density and that stock is current and up to date through process and culling.
- Managing volunteers to support the processing of donated stock from stock room to shop floor, delegating appropriate tasks which are considerate of individual abilities and likes.
- Train and supervise volunteers on tills, mitigate and correct errors to ensure accuracy.
- Encourage stock donations at the store and stock generation.
- To demonstrate excellent customer service, promoting good practise within the shop and providing coaching and feedback to the shop team as required.
- Maintain a good standard of housekeeping on shop floor and back of house, creating an environment that is pleasant and safe for customers, shop staff and volunteers.
- To present a positive and professional image to customers, staff and volunteers at all times through adherence to Crisis values.
- To comply and maintain excellent visual merchandising standards within the shop in line with Crisis brand.
- Responsible for implementing any marketing, advertising and financial strategy in store.

Stock Management

- Manage relationships with waste management and rag collection services ensuring timely pick-ups, supply of bags and appropriate reimbursement

- Request surplus stock from other units where necessary and organise surplus stock to supply other units when requested
- Coordinate stock pick-ups and deliveries with Logistics Manager.
- Select stock to achieve sales targets and maximise contribution through appropriate value & price.
- Manage and oversee sorting, preparation, pricing and loading of stock onto the shop floor.
- Maintain display, merchandising and window dressing standards and train staff and volunteers to do so.
- Maintain stock density and rotation procedure – working to two-week cycles.
- Train staff and volunteers on and enforce adherence to Trading Standards Regulations.

Communication

- Communicate the shop's social enterprise and fundraising goals for Crisis to customers and volunteers.
- Engage with local community via social media/Instagram and shop events to inform them of Shop from Crisis as both a social enterprise and as a key fundraiser for Crisis.
- Develop and sustain relationships with relevant Crisis departments to demonstrate effective collaboration within the shared objective to end homelessness e.g. fundraising, media, marketing.
- Maintain, manage and update the shop's Crisis campaigns and fundraising materials. Communicate with paid team and volunteers on wider Crisis events, employment opportunities and campaigns.
- Lead weekly meetings with paid team to communicate KPIs in order to deliver weekly targets.
- Attend monthly managers' meetings to share best practices.

Health and Safety/ Safeguarding

- To comply with Crisis policies and procedures in relation to shop security, no lone working policy and all health & safety regulations and to report any safeguarding concerns in line with Crisis policies and procedures.
- Ensure adherence to Health and Safety procedures, in the shop, including storage, preparation and handling, fire and safety procedures, risk assessments, building maintenance, cleaning, service and waste management.

Member Involvement

- Initiate member involvement in the development of Shop from Crisis wherever possible

- Support Members' desire to work in the retail sector by providing appropriate support and training opportunities within the daily running of the shop through collaboration with Skylight coaches.

General responsibilities

- Actively encourage and support member involvement within Crisis.
- Develop an understanding of homelessness and Crisis' aims to end homelessness.
- Follow Crisis policies and procedures, including health and safety guidelines.
- Carry out other reasonable duties that may be required.

Person Specification

Essential

- 1 Previous retail manager experience
- 2 Commercial focus with a track record of achieving targets
- 3 Excellent communication and people management skills
- 4 The ability to work under pressure and handle challenging situations whilst working in a fast-paced retail environment
- 5 Ability to work independently, prioritising own tasks and time
- 6 Proven ability to take direction and exercise flexibility while working with others
- 7 Ability to manage and motivate others to achieve exceptional results
- 8 Good written and interpersonal skills with ability to summarise and present ideas and information to audiences including staff, volunteers and members of the community
- 9 Logical, good attention to detail and a creative problem solver
- 10 Working knowledge of Microsoft Word, Outlook and Excel
- 11 Knowledge of and ability to comply with safeguarding procedures
- 12 Commitment to Crisis's purpose and values including equality and social inclusion

Desirable

- 13 Experience of working in a charity, social enterprise and/or charity retail environment and delivering a positive social impact
- 14 Experience of working with and supporting vulnerable people
- 15 Experience of supporting training programmes

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.