

Job Description

Title: Shop Manager
Directorate: Fundraising, Marketing & Communications
Responsible to: Area Manager
Grade: 4.1

Blue Cross has over 50 retail shops across England and Wales split, into four geographical areas.

Our shops provide a vital income stream enabling us to support sick, injured, and homeless pets and care for more than 40,000 animals every year through our rehoming, veterinary and education programmes.

Main purpose of the job

As Shop Manager you will be responsible for driving sales to achieve set targets for the shop and maximising profit through effective cost control. To recruit, manage and motivate a team of volunteers.

Key responsibilities

Sales and profits

- Achieve agreed sales targets and maximise profit through effective cost control
- Work closely with the Area Manager and Assistant Shop Manager to achieve objectives relating to productivity and income and to develop plans to maximise sales potential
- Achieve gift aid sales conversion targets through maximising new donor sign ups and repeat donations
- Ensure that goods in the shop are priced appropriately and to the optimum level to maximise profits from the sale of donated goods
- Build strong relationships and engage with the local community and other businesses to raise awareness of Blue Cross and to generate quality donated goods
- Organise fundraising events for the shop to raise additional income

Administration

- Ensure that all relevant daily and weekly paperwork is completed to the required standard and timescales
- Accurately input all data in the shop EPOS system
- Ensure that all administration requests from the Retail management team are responded to and actioned to meet the required deadline
- Follow the agreed cash handling procedures
- Follow new goods management processes
- Carry out stock takes of new goods when required
- Ensure that Data Protection legislation is adhered to within the shop including Gift Aid
- Follow all processes set out in Retail Operations Manual

Team management

- To be responsible for the daily management of the shop team, setting team objectives and fostering a positive team spirit
- Recruiting and training a strong team of volunteers for the shop
- Utilise the Volunteer management system 'Assemble' effectively
- Delegate tasks appropriately to the volunteers and provide support to ensure they are able to carry out their roles to the required standards
- Provide development opportunities to volunteers to maximise their potential and to help with the retention of volunteers



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- Effectively carry out performance reviews for the Assistant Shop Manager and identify and address any training or development needs
- Ensure sufficient shop cover through effective management of team resources and ensuring that adequate volunteer rotas are in place
- Effectively communicate any relevant information to the team regarding Blue Cross and performance of the shop

Stock management and shop standards

- Ensure adequate generation of stock through local donations
- Ensure that effective systems are in place to achieve the agreed processing targets
- Ensure the shop density is kept full by ensuring that there is adequate stock available at all times
- Operate the agreed stock rotation system
- Ensure that the highest standards of shop presentation, merchandising and display, both in windows and in store
- Ensure that high standards of housekeeping are maintained in all areas of the shop

Customer service

- Ensure that you and the team provide the highest standards of customer service at all times
- Ensure that there is a welcoming and happy atmosphere in the shop!
- Manage any customer complaints efficiently and effectively
- Be a strong ambassador for Blue Cross
- Keep up to date with the work of Blue Cross and actively promote what we do

Health & safety and security

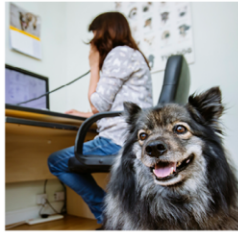
- Be alert to safeguarding issues within the team, our volunteers and customers and understand your role in raising safeguarding concerns
- Ensure that all H&S requirements within the shop are adhered to
- Carry out fire checks and risk assessments as required
- Provide a safe environment for the shop team and members of the public
- Ensure effective and continued use of the Daily Operations Guide (DOG)
- Report any accidents and incidents promptly in accordance with the set procedures
- Ensure the safe and secure handling of money and security of the premises and stock at all times

Working Pattern:

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work and will involve a significant element of weekend working.

Due to the nature of the role this may involve some lone working and you will need to be willing to provide support and work at other shops as required.

You will be required to attend meetings and undertake any mandatory training as required.



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The person

You will have previous retail management experience and the ability to provide effective leadership of the team. As a motivational manager and good team builder, you will recognize the potential in people and, working closely with the Assistant Shop Manager, you will ensure that strong management is provided for the shop and your team.

You will have excellent interpersonal skills and to be able to communicate effectively with a diverse range of people including your team and customers.

You will have a flexible, positive, can-do attitude, creative and innovative flair, and an ambition to succeed.

Essential qualifications, skills, and experience

- Retail management experience
- Commercial awareness to deliver sales
- Excellent interpersonal skills and the ability to build strong external relationships
- Good IT skills and a basic understanding of finance
- Good people and time management skills
- Ability to work on own initiative and to make business decisions as required
- Excellent customer service skills
- Able to interpret sales data and set action plans accordingly
- Strong eye for detail and ensuring highest standards of presentation are achieved
- Good organisational skills with the ability to plan and prioritise workload for yourself and the shop team
- The ability to demonstrate, understanding and apply our Blue Cross values

Desirable qualifications, skills, and experience

- Full driving licence
- Experience of working with volunteers
- Experience of fundraising

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.

Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you