



## MARKETING & FUNDRAISING RETAIL

<b>Job Title:</b>	Store Manager
<b>Reporting to:</b>	Area Manager
<b>Responsible for:</b>	Assistant Store Manager, Supervisor and Sales Assistant
<b>Dogs Trust Grade:</b>	E
<b>Location:</b>	Dogs Trust Charity Shop

### Job Purpose:

To maximise the profits made for the charitable work of Dogs Trust by managing a team of paid staff, recruiting and motivating a team of volunteers as well as managing the shop premises and administration.

### Overview of the department/team:

Dogs Trust operate an expanding chain of charity shops which generate funds to support the charitable activities of Dog Trust. The shops also act as a signpost to the Re-Homing Centres and are important in growing the brand recognition of Dogs Trust.

The Shop Manager role is to manage a Dogs Trust shop, ensuring efficient and effective management of staff, premises and stock to provide a high-quality retail offer in relation to agreed performance targets. To ensure all appropriate standards of security, including financial, and Health & Safety are met.

Shop Managers are expected to lead on First Aid in the workplace and must gain the Emergency First Aid at work Certificate, if not already achieved. Training will be provided.

Shop managers are expected to work full time working 5 days out of 6 or 7 depending on the shop. Rotas and precise working hours will be confirmed. Occasional travel is required to visit other shops, or for meetings across the chain or to the London Offices

### Key areas of accountability:

#### Business Focus

#### Commercial Acumen

To be responsible and accountable for maximising shop profit through achieving/exceeding budgeted sales targets. This includes securing Gift Aid from donations or purchases in line with Dogs Trust policies and procedures.

Effective control of shop controllable costs in line with budget.

To ensure accurate completion of weekly reporting requirements

#### Stock Management & Visual Merchandising

To maintain high levels of shop presentation through merchandising and housekeeping to agreed standards.

Utilize commercial decision making to drive best use of space available

To be responsible for the pricing of items for sale according to guidelines
To manage stock process to ensure correct density levels, stock processing to agreed amounts and stock rotation system so that stock moves quickly as per guidelines
To promote seasonally appropriate merchandise
Proactive stock generation
<b>Marketing</b>
To use appropriate forms of advertising to request stock
To promote the work of Dogs Trust
To promote the store in the local community and social media
<b>Personal Effectiveness</b>
To be an effective leader
Problem solving through finding effective solutions to problems
Managing change successfully
Effective time management
Meeting deadlines
To have ownership of your personal development
<b>Relationship Management</b>
<b>Communication</b>
To effectively and clearly communicate in a professional manner with all stakeholders in the business. This includes email, in person and telephone.
Updating colleagues on business performance, new initiatives and other pertinent issues
Attendance at relevant meetings with management and responsible for cascading information to team as appropriate.
<b>Volunteers</b>
To have a robust plan around the recruitment, training and retention of volunteers
Develop and maintain a volunteer rota to ensure sufficient cover for the shop
To lead and develop the volunteer team in the shop encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.
<b>Performance Management</b>
Line management responsibilities of paid members of staff
Dealing with underperformance to company guidelines
Completion of annual/half year appraisals
Encouraging personal development plans
Succession planning
<b>Customer Service</b>
To deliver market leading customer service at all times
To deal with and resolve customer complaints in a timely and professional manner.
To ensure all volunteers maintain a high standard of customer care.
<b>Critical Thinking</b>
Ability to make business critical decisions based on analysis of sales data.
To have an awareness of local and national market trends
To have a strong sense of competitive spirit and desire to be the best
To have a strategic vision for your store
<b>Operational Effectiveness</b>
<b>Premises Management</b>
Ensure all shop equipment and facilities are in good working order
To escalate necessary repairs and maintenance
To have overall accountability for the safety and security of the shop premises at all times
<b>Security</b>
To follow procedures to minimise stock loss of both donated product and bought in goods.
To ensure that all cash handling and banking procedures are followed.
<b>Health &amp; Safety</b>
To ensure that all staff and volunteers are aware of and adhere to Health and Safety procedures.
Management and compliance of all Health and Safety policies and procedures

<b>Additional Tasks</b>
There is a requirement to fulfil any other agreed duties that may at times be reasonably required that meets the needs of the business.
<b>Other key areas of activity:</b>
<b>Management of Resources: All employees are responsible for managing their own time and resources.</b>
Financial Responsibility:
Store Sales Budget; Store Profit Budget; Controllable Costs on Shop P&L; Petty Cash Expenditure
Financial Security. Banking of income in accordance with Dogs Trust policy and procedures.
Management of people
For recruitment and oversight of Volunteers who provide services within the store. External Contractors & Site Visitors as necessary
<b>Health and Safety: All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions.</b>
Responsible for the Health & Safety of all the staff and volunteers working on their premises, members of the public and any external contractors.
<b>Data Protection: All staff are responsible for ensuring they understand and apply the rules and policy for data management.</b>
Responsible for the accurate processing and storage of data and compliance with the General Data Protection Regulation guidelines issued from Head Office.
<b>Major internal and external relationships:</b>
Field Management and internal support departments and services. Rehoming Centres.

<b>Person Specification:</b>
A good standard of basic education in both written English and Mathematics.
Strong interpersonal skills with an ability to communicate effectively with a diverse range of people
Excellent communication skills, both written and verbal
Ability to recognise stock potential to generate income
Good administrative and organisational skills
Good working knowledge of IT and Microsoft Office applications
Experience of cash handling and record keeping
Ability to merchandise donated stock to its best advantage
An interest in fashion
Ability to train, motivate and lead a team
Ability to analyse information and make clear commercial decisions
Ability to work under pressure in a fast-paced environment
Significant retail experience preferably, but not essentially, within the charity retail sector
Excellent customer service skills
Emergency First Aid at Work Certificate – if not in possession training will be given.

