



RSPCA Manchester  
& Salford Branch  
Registered Charity No. 232255

## JOB DESCRIPTION

Job Title: Shop Manager  
Branch: Manchester & Salford  
Location: 74 Gloucester Road, Urmston, M41 9AE  
Reports to: Shops Co-ordinator/Branch Manager

### 1. Purpose of the job

- To be responsible for all aspects of the running of the charity shop including staff and volunteer management, customer service, stock management, financial procedures and administration, compliance with current legislation, Branch and Society policies, and promoting the work of the RSPCA.
- Achieve agreed sales and Gift Aid targets and maintain a cost effective operation against set budgets.

### 2. Dimensions

- Currently the branch has 4 shops in Northern Quarter, Chorlton, Didsbury and Urmston. A 5th shop in Withington is anticipated to start trading in early June 2018.
- 1 shops co-ordinator and 8 retail staff plus a pool of volunteers. An additional 2 staff will be in post with the opening of the Withington shop.
- Annual combined income of the 4 current shops £317,000 (2017).

### 3. Principal Accountabilities

#### Shop Management

- Adhere to existing RSPCA policy, processes and procedures in the management of all aspects of the charity shop.
- Assume overall responsibility for the shop premises ensuring appropriate standards of cleanliness are maintained throughout the shop and that the premises comply with health and safety requirements.
- Achieve agreed sales and Gift Aid targets and maintain a cost effective operation against set budgets.
- Ensure the trading hours are maintained in conjunction with the Shops Co-ordinator.
- Provide a positive customer experience at all times, including maintaining personal presentation.
- Be pro-active in the generation of donated stock, manage stock collection efficiently and in accordance with Branch & Society guidelines.
- Process donated stock in accordance to
- existing RSPCA policy, processes and procedures. Ensure that the shop policies and procedures for presentation, stock rotation, pricing and returns are maintained.

- Minimise stock loss at all times.

#### Staff and Volunteer Management

- Recruit, train, manage and support staff & volunteers and adhere to the agreed Branch standards & policies and any relevant legislation.
- To act as line manager to the deputy manager and to participate in regular supervision meetings, as directed by the branch manager.
- Ensure that the Shops Co-ordinator/branch manager is regularly appraised of personnel matters such as annual leave requests, sickness absence, training needs and shop cover requirements.
- Maintain an up-to-date rota of volunteers, to encourage team building and an active involvement in shop activities by volunteers.
- Ensure the delegation of shop tasks to the staff and volunteers according to their strengths. To identify and address training needs of staff and volunteers.

#### Administration and Financial Procedures:

- Ensure all financial management, cash handling, regular banking and security procedures are followed.
- Ensure all relevant administration is completed within the agreed timescales.
- Recognise and implement additional opportunities for income generation and reductions in shop costs in consultation with the Retail Ops Manager.

#### Regulations:

- Ensure compliance with all current legislation, Branch and Society policy; this to include Health and Safety, Trading Standards, Inland Revenue, VAT and Retail Law.
- Ensure that Data Protection policies and procedures are adhered to at all times.
- Ensure compliance with the branch's CCTV policy (where applicable).
- Ensure compliance with the branch's health and safety policy (including fire safety, risk assessments and security procedures) and relevant legislation.
- Ensure compliance with the branch's volunteer policies and procedures.

#### Campaigns:

- Actively promote all Branch & Society initiatives and campaigns to promote awareness of the charity.
- Ensure high levels of customer service/relations are maintained.
- Build and develop positive internal and external relationships to ensure maximum income for the charity.

- Promote the shop and the branch in the local area using all available promotional opportunities (subject to any RSPCA rules for communication with the media/social media).

Other Duties:

- As and when directed participate in appraisals and supervision with your line manager.
- To take responsibility for your personal development and identify development training needs for self and volunteers and attend training courses as directed by the Shops Co-ordinator/Branch Manager.
- To perform any other duties as directed by the Shops Co-ordinator or Branch Manager which are in keeping with your duties or for which training has been given.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Follow Branch policies and procedures for health and safety.

**4. Knowledge, skill and experience**

Please see person specification attached.

**5. Job Context**

- The charity shop operations are undertaken in accordance with existing RSPCA policy, processes and procedures. Any breach is to be reported immediately.
- The sale of goods is undertaken in accordance with existing RSPCA policy, processes and procedures alongside Trading Standards and Retail Law.
- Problems are to be raised to appropriate managers within the Branch.
- The post holder will be expected to attend RSPCA meetings and training sessions that are held at other venues.

**6. Additional information**

- Provide additional staffing cover in the event of staff shortages for which overtime will be paid.
- To be willing to work at a different shop location in the event of staff shortages.

NB. This job description is a statement of the job content agreed in 1st April 2018. It should not be seen as precluding future changes.

**Job holder's signature:** ..... **Date:** .....

**Line manager's signature:** ..... **Date:** .....

## Person Specification: Shop Manager

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION &amp; TRAINING</b>	<p>Educated to GCSE level standard or equivalent.</p> <p>Good standard of literacy and numeracy.</p> <p>Computer literate.</p>	<p>Retail Management qualification.</p>
<b>EXPERIENCE</b>	<p>Minimum of 2 years experience in either a fashion or preloved retail environment.</p> <p>Experience of cash handling and financial management procedures.</p>	<p>Charity shop experience in a voluntary or paid position.</p> <p>Experience of working in fashion retail.</p>
<b>SPECIAL SKILLS &amp; KNOWLEDGE</b>	<p>Results driven and ability to focus on achievement of operational and financial targets.</p> <p>Excellent customer care skills.</p> <p>Strong interpersonal and communication skills with the ability to work with a diverse group of people.</p> <p>Ability to use own initiative.</p> <p>Ability to demonstrate good brand awareness.</p>	<p>Ability to operate a till/card machine and banking of cash.</p> <p>Ability to accurately complete financial accounting sheets.</p> <p>Knowledge of Trading Standards regulations.</p> <p>Awareness of health &amp; safety legislation.</p> <p>Ability to demonstrate fire safety management awareness.</p> <p>Awareness of Retail Law.</p>
<b>PERSONALITY &amp; DISPOSITION</b>	<p>Be a self-motivator and able to work independently and use own initiative.</p> <p>Experience of managing volunteers and maximising their potential.</p> <p>Excellent interpersonal skills, committed to team working and embracing diversity.</p> <p>Willingness to learn and acquire new skills.</p> <p>Honest, trustworthy and reliable.</p> <p>Good personal presentation.</p>	<p>Merchandising skills and an eye for fashion, colour and detail.</p>
<b>SPECIAL</b>	<p>Willingness to sort through second hand</p>	<p>Ability to be flexible about</p>

<b>CIRCUMSTANCES</b>	donated goods and able to adopt safe working practices to maintain personal safety. Willing and able to work longer than the contracted hours to cover annual leave and sickness absence. Excellent house-keeping skills. Sympathy for animal welfare and the work of the RSPCA.	work location.
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