

Chest Heart & Stroke Scotland

Shop Manager

Job Description



- Job Title:** Shop Manager
- Location:** 77 High Street, Forres, IV36 1AE
- Purpose:** The main purpose of the post of Shop Manager is manage the charity clothes shop at this location. To achieve targets, sales and profit as agreed with the Area Manager. Recruitment and development of volunteers
- Reports to:** Head of Retail Operations & Trading
- Responsible for:** Volunteers, trainees and Assistant Shop Manager
- Days of work:** 4 day week, working every second Saturday
- Hours of work:** 26 hours per week (10am – 5pm per day)
- Review of Work:** The post holder is subject to the CHSS objective setting, supervision and appraisal process.
- Annual Leave:** 24 days plus 12 statutory days (pro rata for part time staff).
- Salary :** £12,329 - £13,704 per annum
New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances

Closing Date for Applications: 12noon on Friday 10 February 2012

Internal contacts: Head of Retail Operations & Trading
Area Manager
Shop Managers and Asst. Managers
Accounts Department
Fundraising Department

External contacts: General Public
CHSS Supporters
Local Traders
Local Contractors
Recycling merchants

Main Responsibilities:

- Compliance with Health and Safety Regulations
- Acquiring sufficient stock to generate sales
- Co-ordinating uplift of stock donations
- Processing clothes and bric-a-brac etc
- Training, supervision and development of Assistant Manager
- Recruiting, supervising, training and supporting any volunteers, and trainees some who may be vulnerable adults or young people
- Organising staffing of the shop
- Ensuring weekly targets are met
- Organising handling and daily banking of cash

- Completing required paperwork
- Commercial window displays.
- Ensuring high standards of CHSS shops are well maintained.

- Attendance at any relevant training

- To adhere to CHSS Policies and Procedures

- To participate in the CHSS Appraisal and Support & Development process

- Promote CHSS fundraising at a local level

- To undertake other duties from time to time as directed by the Area Manager

- The Charity Shop Manager is part of the CHSS fundraising team and is expected to contribute to the department's goal of raising revenue to enable the organisation to meet its objectives.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Equal Opportunities: CHSS is committed to equality of opportunity and to non discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.

CHSS aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness, through programmes of research, health promotion, advice and information and the provision of services to people who have these illnesses.

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Person Specification



	Essential	Desirable
Aptitudes Abilities Skills	<p>Ability to communicate on all levels</p> <p>Good organisational skills</p> <p>Good presentation skills</p> <p>Ability to plan and work to targets</p> <p>Good interpersonal skills</p> <p>Ability to work independently and confidentially</p> <p>Negotiation skills</p> <p>Positive thinking</p> <p>Ability to work and think flexibly</p> <p>Proven track record of delivering training</p>	<p>Understanding of planning in a retail environment</p>
Education and Knowledge	<p>Knowledge of retail</p> <p>Knowledge of current trends in retail Administration</p>	<p>Knowledge of local community</p> <p>Knowledge of charity retail</p>
Previous Experience	<p>Working in a retail environment</p> <p>Managing staff</p> <p>Training of Staff</p>	<p>Working with Volunteers</p> <p>Training of volunteers</p>
Values/ Attitudes	<p>Non judgemental attitude</p> <p>Commitment to equal opportunities</p>	