

# Chest Heart & Stroke Scotland

## Shop Manager – Clarkston Toll Boutique

### Job Description



<b>Position:</b>	Shop Manager
<b>Location:</b>	CHSS Boutique shop at 52-54 Busby Road, Glasgow, G76 7AT
<b>Term:</b>	Permanent
<b>Responsible to:</b>	Regional Retail Manager
<b>Contacts: (internal)</b>	Head of Retail Operations & Trading Retail Area Manager Regional Support Managers Senior Fundraising Administrators Retail & Trading Co-ordinator Other Shop Managers and Assistant Shop Managers Volunteers Director of Fundraising Regional Fundraising Manager Accounts Department
<b>Contacts: (external)</b>	General public CHSS supporters Local traders and contractors Recycling merchants

#### **Main purpose of job:**

Chest Heart & Stroke Scotland (CHSS) is an independent Scottish charity, whose aim is to improve the quality of life for people in Scotland after stroke, or diagnosis of a chest or heart condition. We offer vital advice, support and information to those affected, arrange group and 1-to-1 support in the community and influence public policy to ensure that people get the services they badly need. Our renewed ambition is to become Scotland's leading organisation for person-centred, user-led community support for people with our health conditions.

The main purpose of the post of Shop Manager is to generate income by managing the shop effectively and commercially, maintaining the high standards set by CHSS. The Shop Manager is part of the CHSS fundraising team and is expected to contribute to the department's goal of raising revenue to support the work of the charity.

## **Key responsibilities:**

- Income generation
  - Acquiring sufficient stock to generate sales and meet weekly targets
  - Making commercial decisions regarding shop layout and window displays
  - Co-ordinating uplift of stock donations
  - Processing clothes, bric-a-brac, etc
  - Promoting CHSS fundraising at a local level
  
- Managing people, including the Assistant Shop Manager and volunteers
  - Training, supervision and development of the Assistant Shop Manager
  - Recruiting, supervising, training and supporting any volunteers and trainees, some of whom may be vulnerable adults or young people
  - Organising the staffing of the shop
  
- Compliance with legislation and regulations
  - Compliance with Health & Safety regulations and any other relevant legislation/regulations
  
- Administration
  - Organising handling and daily banking of cash
  - Completing required paperwork

## **General responsibilities**

- To participate in the CHSS appraisal and support & development process
- To comply fully with CHSS policies and procedures
- To attend training sessions and other activities as required
- To undertake any other duties as directed by your line manager

*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.*

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## Shop Manager

### Person Specification



	Essential	Desirable
<b>Education &amp; Knowledge</b>	Basic IT, numeracy and literacy	Knowledge of the local community
<b>Previous Experience</b>	Working in a retail environment Team management Training staff	Responsibility for meeting targets Working in High Street fashion Working in Charity Retail Working with volunteers Training/recruitment of volunteers
<b>Aptitudes, Skills &amp; Abilities</b>	Commercial understanding  Ability to communicate on all levels, including delivery of excellent customer care  Good organisational skills, including ability to plan and work to targets  Ability to work and think flexibly and independently, using initiative  Positive attitude	
<b>Values / Attitudes</b>	Commitment to ethos of the voluntary sector  Willingness to work flexibly, including out-of-hours	

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### Further Details



Chest Heart & Stroke Scotland comprises several departments: Corporate Services (including Administration, Finance, IT, HR and Volunteering), Strategy and Communications, Fundraising, Retail and Services.

#### Summary of Terms and Conditions of Employment

**Location:** CHSS Boutique shop at 52-54 Busby Road, Glasgow, G76 7AT

**Term:** Permanent

**Days of work:** 5 days per week, includes weekends.

**Hours of work:** 32.5 hours per week

**Salary:** On a scale of £16,627 - £18,443 per annum  
Grade 6 (i), Scale Points 10-15.

*New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.*

**Review of Work:** The postholder is subject to the CHSS objective setting, supervision and appraisal process.

**Employee Benefits:** Please see the CHSS Employee Benefits Information Sheet.

**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.