

Shop Manager Job Description

Job Location:	CHSS shop at 16 Dunkenny Square, Drumchapel G15 8NB
Responsible to:	Regional Retail Manager
Responsible for:	Assistant Shop Managers Volunteers

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

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.

3. 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

4. Dimensions

Contacts:	(Internal)	Director of Retail Head of Retail Field Operations Regional Retail Manager Regional Retail Support Manager Retail Compliance & Administration Manager Audit & Compliance Officer New Product Manager Retail Information Coordinator Other Shop Managers and Assistant Shop Managers Volunteers Director of Fundraising Regional Fundraising Manager Corporate Services Department
	(External)	General public CHSS supporters Local traders and contractors Recycling merchants

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.

Person Specification

	Essential	Desirable
Education and Knowledge	Basic IT, numeracy and literacy	Knowledge of the local community
Previous Experience	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
Skills Aptitudes Abilities	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	
Disposition	Commitment to ethos of the voluntary sector Commitment to equal opportunities Willingness to work flexibly, including out-of-hours	

Summary of Terms and Conditions of Employment

Term:	Permanent
Salary:	Grade 6(i), Scale Points 10-15, £17,209 – £19,088 per annum (Implementation of job evaluation exercise – review pending) <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	32.5 hours per week, includes weekends
Review of Work:	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
Annual Leave:	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
Pension scheme:	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
Equal Opportunities:	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.