

HIGH STREET SHOPS MANAGER

JOB DESCRIPTION

JOB TITLE: High Street Shops Manager

RESPONSIBLE TO: Income & Retail Director

SALARY: £25,000

HOURS: 36 Hours with some weekend working

JOB PURPOSE:

The main purpose of the high street shops and those who work in them, is to generate income that can help fund the services provided by Age UK Milton Keynes for older people in and around Milton Keynes.

This role requires the perfect blend of commercial and practical knowledge. Overseeing the day to day running of the Age UK Milton Keynes high street shops and being responsible for the shop managers and assistant managers. To succeed in this role, you will require the skills to be able to lead and motivate your teams to deliver results. You will be responsible for taking the retail strategy and making it work in the shops, ensuring they hit their targets and that the teams continue to grow and develop. You need to show leadership and will be required to step in if one of the Shop Managers is struggling and spend time coaching them on how to lead a successful shop; this takes a love of hands-on hard work and a practical approach.

To ensure that all activities are carried out in harmony with Age UK Milton Keynes' mission and the core values of the charity.

KEY DUTIES & RESPONSIBILITIES

- To ensure that Age UK Milton Keynes' image and reputation are maintained by treating customers, donors and their property with courtesy and respect.
- Visit your stores regularly and set focus points with your shop managers
- Guide, train and manage all shop managers, setting clear performance standards and objectives, monitoring progress regularly and taking appropriate action to achieve delivery, this will include one-to-ones and appraisals.
- Ensure all HR paperwork for retail staff is completed on time and returned to Head Office, including appraisal, sick leave and holiday records.
- Prepare performance reports for presentation to Income & Retail Director
- Organize and implement training programs for all shop managers
- Support your shop managers to recruit, induct, train and develop their teams

- Be aware of the health, safety and welfare of staff, volunteers and clients, and to take appropriate action to ensure that health and safety procedures are being adhered to by all store managers.
- Work with the Retail & Income Director to roll out new policies and procedures and to ensure all new information from Head Office is communicated to the stores promptly.
- Ensure you maximize profits where possible through all the stores
- Help your store managers problem-solve and address any issues they escalate to you
- To carry out other tasks within Age UK Milton Keynes that may be required and that are within the post holder's capabilities.

PERSONAL SPECIFICATION

- At least 2 years experience of retail management.
- Ability to understand profit vs loss reports to keep track of performance
- Ability to communicate and motivate others on a team and help them succeed
- Multitasking skills and the ability to tend to multiple problems at a time
- At least three years' experience delegating tasks to a team
- Problem-solving skills, especially in situations of high stress
- Strong knowledge of Age UK Milton Keynes retail policy, goals and standards
- Organizational skills to manage large amounts of information
- Ability to generate reports displaying all stores performance
- Strong customer service skills in the areas of handling disputes and treating customers with care
- Possess sound IT skills
- An understanding of recycling and re-use legislation, knowledge of the value of secondhand goods.
- Knowledge of Health & Safety law and trading legislation.

SPECIAL FEATURES:

- To undertake other tasks within Age UK Milton Keynes as may be required from time to time
- Flexible working hours that will include working some Saturdays, Sundays and Bank Holiday when required.

Probation

There will be a period of probation of 6 months

Equal Opportunities & Wellbeing

We encourage every one of our Employees to be who they are in a role they feel at home in, and we actively prohibit discrimination and harassment of any kind based on race, colour, sex, religion, sexual orientation, national origin, disability, or any other protected characteristic.

It's important to us to make sure that we don't just look for new talent to 'fit in' with our culture, but instead, we look for incredible talented colleagues to 'add' to our wonderful culture.