

## **ROLE PROFILE**

**Job Title:** Shop Manager Antrim  
**Accountable to:** Area Retail Manager  
**Responsible for:** Team of volunteers  
**Salary:** £16,840 p.a.  
**Hours of work:** 37.5 hrs per week  
**Annual leave:** 23 days p.a. plus 12 days public holidays  
**Pension:** National Employment Savings Trust (NEST) Pension Scheme  
**Healthcare:** Healthcare with Westfield is provided after 6 month's probationary period  
**Probation:** This post is subject to 6 month's probationary period  
**Date:** June 2019

## **Overall Responsibility**

To be responsible for the day-to-day operational activities of East Belfast Mission's Restore Shop based in Antrim. The position requires the post holder to have excellent supervisory and customer care skills and an ability to work within set financial targets, exceeding sales and service at every opportunity. The Manager is the only paid staff member and must be able to work with others and delegate to their volunteer team.

## **Main Areas of Responsibility**

### **Financial Administration**

1. Maintain financial procedures as set by EBM
2. Take full responsibility for the shop's administration and accounting procedures, including till operations, daily banking, weekly accounts and any other administration duties as required in a timely manner
3. Be responsible for overall sales performance
4. Comply with EBM's Management Information System, ensure that all users are competent and use personal sign in information at all times
5. Report to the Area Retail Manager regarding financial matters

### **Sales**

1. Provide polite and courteous customer service when dealing with customers
2. Work consistently to meet set sales targets and increase profits
3. Develop an environment where team members maximise income in innovative ways
4. Sort and select appropriate safe items for sale from donated goods and maintain correct level, quality and rotation of stock in accordance with the Shop Handbook
5. Ensure a high standard of presentation, display, merchandising and pricing of stock according to East Belfast Mission's retail standards
6. Ensure the security of stock on the shop floor and stock room, and to report any irregularities to the Area Retail Manager
7. Ensure that the shop, stock room and other facilities are clean, tidy and safe at all times

8. Co-ordinate the collection, distribution and sales of furniture
9. Comply with all current legislation on the sale of second-hand furniture and electrical goods

### **Volunteers**

1. Recruit, induct and train a volunteer and placement team through recruiting, selecting, mentoring, training and effective management to ensure that the team is capable of maximising the shop's profitability
2. Maintain a motivated and engaged team
3. Maintain operations by co-ordinating and adhering to EBM operational and personnel policies and procedures including customer service and health and safety
4. Implement and manage a suitable rota system for the store and allocated vans ensuring cover for holidays.
5. Develop relationships with other restore and refurb managers and contribute to the overall team effort.
6. Connect the volunteer team with EBM's work and enable them to understand the value of their contribution
7. Maintain good communication levels with the volunteers including regular team meetings and one to one meetings

### **Health and Safety**

1. Ensure that the workplace for which the post holder is responsible is maintained appropriately and in accordance with East Belfast Mission's Health and Safety Policy and relevant Health and Safety Legislation
2. Ensure that all volunteers, placements and staff are trained in all aspects of Health and Safety
3. Complete relevant Health and Safety checklists as instructed by the Area Retail Manager

### **Other Requirements**

1. To observe equality of opportunity in all areas of the day-to-day work for which the post holder has responsibility
2. To undertake East Belfast Mission training and other training as agreed
3. To actively participate in the implementation of the Performance Management System and any assessments
4. To undertake any other duties which may from time to time be requested by the Area Retail Manager, which are appropriate to the duties and responsibilities of the post

### **Personnel Specification**

#### **Essential criteria**

- Minimum of six month's retail experience (this experience can be gained in a voluntary capacity)
- Demonstrable supervisory skills
- Experience of achieving a retail weekly income target and working within set budgets
- Ability to recruit motivate and to delegate to staff, placements and volunteers
- Excellent organisational and communication skills
- Able to demonstrate sound commercial awareness
- Able to establish and maintain successful retail processes and merchandising
- Positive and flexible approach

- Must be prepared to travel for training purposes and meetings when required
- IT Skills and knowledge of Microsoft Office packages
- Ability to fulfil an appropriate level of travel to attend company training events
- Ability to carry out manual handling as required

**Desirable criteria**

- Experience of working with volunteers in a retail environment
- Experience of developing community links to increase brand awareness
- Experience of working with a Management Information System

A Basic Accessni disclosure will be required if successful

**East Belfast Mission is an Equal Opportunities Employer.**