

The Nightingale Cancer Support Centre

Job Title	Shop Manager (Holiday Relief)
Hours	As necessary
Salary	Pro rata to £17,000
Responsible to:	Director of Income Generation
Accountable to:	Director of Income Generation

Purpose

To effectively manage the day to day running of the shop with the aim of achieving optimum profit by maximizing sales and controlling direct shop expenses. Ensuring all work is undertaken in line with agreed policies and ensuring that standards are maintained. You may be asked to work at varied locations.

Main Duties and Responsibilities

Financial

Achieve agreed sales targets.

Be responsible for cashing up daily and following banking and associated administration, ensuring that all till operations are carried out.

Stock Management

Maintain a high standard of merchandising and display in both window and in-store.

Manage all aspects of stock preparation; continuously ensuring high levels of cleanliness, ensuring the shop is sufficiently stocked and goods are priced correctly.

Manage an effective stock processing system in stock room and shop

Minimize stock loss.

Analyze shop data and take appropriate action where applicable.

Personnel

Supervise and support volunteers and offer training where necessary.

Ensure the shop is adequately staffed at all times, including lunch breaks and days off, in order to maintain levels of service.

Where necessary, ensure that all instructions and information from the office are communicated to volunteers.

Health and Safety

Ensure satisfactory health and safety compliance for self, shop volunteers and customers.

Comply with Health and Safety policies and instructions

General

Demonstrate excellent customer service and promote good practice within the shop

Ensure that a standard of excellence is maintained at all times with regard to customer service and supporter care.

Comply with The Nightingale's policies and procedures, particularly in relation to security, health and safety and the processing of administration.

Inform the Services and Development Director or other appropriate staff of any concerns.
 Maintain a good standard of housekeeping thereby creating an environment that is both pleasant and safe for customers, and volunteers.

The post holder is expected to work to further the mission and aim of the Nightingale Cancer Support Centre and to comply with the charity's policies and procedures.

This is not an exhaustive list of responsibilities and the post-holder will be expected to undertake other duties within the remit of the job as requested by their line manager.

	Essential	Desirable
Experience	Experience of retail Ability to work independently on own initiative and in a team environment. Experience of dealing with customers and providing excellent customer care. Good organization skills Good presentation skills	Understanding of high street retail. Working with volunteers Experience of managing and motivating a team. Training of staff
Skills	Numerate with the ability to calculate figures and competently undertake administration. Demonstrate good interpersonal skills Flexible attitude and adaptable to change Ability to work under pressure Good time management and prioritization skills Ability to effectively organise and plan	
Other	Must be willing to work on Saturdays, and some Bank Holidays. Must be willing to undertake relevant training and attend meetings as required. Must be able to lift heavy and or bulky items.	Must be willing to act as a key holder.