

The Nightingale Cancer Support Centre

Job Title Shop Manager (Relief-Manager)

Hours 20 Hours per week

Responsible to: CEO

Accountable to: CEO

Purpose

To effectively manage the day to day running of the shops with the aim of achieving optimum profit by maximizing sales and controlling direct shop expenses.

Ensuring all work is undertaken in line with the agreed policies and ensuring that standards are maintained.

Create an awareness of The Nightingale within the community.

You will be asked to work at various locations, collecting and helping to distribute goods over the various sites. A valid driver's license, business insurance and at least one year of driving experience would be essential.

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.

Monitor income and expenditure and take appropriate action, ensuring maximum profits.

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.

Encourage quality donated goods and maintain record of donations.

In collaboration with the Fundraising team, ensure that appropriate donated goods are retained for use as general charity raffle/auction items.

Minimise stock loss.

Analyze shop data and take appropriate action where applicable.

Assist with rotation of stock from shop to shop and central hub.

Stock Control & circulation

Working alongside other team members to help with the logging of new stock. Lead on the rotation of existing stock across the stores.

Maintaining the stock control and keeping a tidy environment at our central storage unit in Enfield.

Sorting excess stock for collection from the central unit and contacting collection agency to arrange collection times

Personnel

Recruit, supervise, train and support volunteers where necessary.

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

In collaboration with the main charity office, orientate and train new volunteers ensuring that they have job descriptions, volunteer code of conduct and other relevant information.

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 policies and procedures, particularly in relation to security, health and safety and the processing of administration.

Inform the CEO or other appropriate staff of any concerns.

Maintain a good standard of housekeeping which creates an environment that is both pleasant and safe for customers and volunteers.

Engage and support fundraising and marketing initiatives.

Assist in preparing appeals for donations.

Be willing to work additional hours, represent the charity and perform additional duties as and when required.

The post holder is expected to work to further the mission and aim of The Nightingale 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 a retail environment Ability to work independently on own initiative and in a team. Experience of dealing with customers and providing excellent customer care. Experience of recruiting, managing and motivating a team. Good organization skills. Training of staff.	Understanding of high street retail. Experience of conducting performance development reviews. Working with volunteers.
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, when required Must be willing to undertake relevant training and attend meetings as required. Must be willing to act as a key holder. Must be able to lift heavy and/or bulky items.	