



## JOB DESCRIPTION and PERSON SPECIFICATION

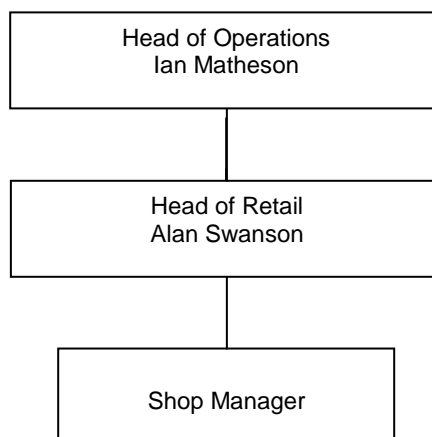
### 1. JOB IDENTIFICATION

Job Title: Shop Manager  
Department: Retail  
Place of work: Portree Charity Shop

### 2. JOB PURPOSE

To manage all aspects of running the shop

### 3. ORGANISATIONAL POSITION



### 4. ORGANISATIONAL OBJECTIVES

Based in the Highlands of Scotland, Blythwood Care is transforming the lives of children and adults in Europe, Africa and Asia. Education is one primary goal, giving disadvantaged children and young people the opportunity to fulfil their potential. Community is another, with projects that extend help to people marginalised by poverty or prejudice.

Both are practical expressions of the Christian beliefs which have motivated this organisation for more than 50 years. Blythwood shares the gospel at every opportunity, believing that it is for everyone – *For God so loved the world, that he gave his only son, that whoever believes in him should not perish but have eternal life.* (John 3:16) Blythwood assists Christians and non-Christians alike, believing that everyone is precious in God's sight.

## 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

### Job Related

- Demonstrating excellent customer service seeking to satisfy their requirements and promote good practice within the shop.
- Taking responsibility for opening and closing the shop
- Taking responsibility for cashing-up and banking daily takings
- Providing Head Office (Deephaven) personnel with any figures / reports you have been requested by your Manager to supply (using any applicable systems provided)
- Keeping stock to the optimum level
- Maintaining quality to the agreed high standard and safety level (Revolve)
- Managing the processing, pricing and sale of goods in shops
- Seeking ways to improve shop's performance on a continuous basis
- Managing retail staff and volunteers who work in the shop
- Maintaining security on the premises
- Minimising waste where possible returning goods to the shops parent depot for further reuse or recycling
- Managing costs of services used by shop appropriately
- Ensuring any authorised fund raising campaigns in the shop are given the profile required
- Manage and train the use of Blythwood Care systems as required e.g. Current EPOS system, online promotions and communications
- Promote and manage all responsibilities in connection with Gift Aid on donated items
- Attending training on new/updates to systems/procedures
- Attending conferences and any other relevant meetings

### Staff Related

- Ensuring that all staff and volunteers are aware of the Procedures Manual, and that they read, understand and comply with it
- Motivating and encouraging staff and volunteers through regular meetings.

### Standard

- Maintaining Health and Safety regulations and, by the Organisation's Health and Safety policy, ensuring that the area is safe for yourself, for other workers and customers in the shop
- Suggesting ways to improve the Health and Safety, or quality of work with which you are involved
- Reporting problems, issues, accidents or incidents to your Manager
- Identifying training needs for self, colleagues and volunteers

## 6a. EQUIPMENT AND MACHINERY

In the course of your job you may be operating a

- cash register
- computer
- clothes steamer
- vacuum cleaner
- merchandising items

## 6b. SYSTEMS

Procedures Manual

## 7. ASSIGNMENT AND REVIEW OF WORK

- Business Plans for the shop are agreed with your Manager at the beginning of each year
- All managers should carry out Performance Reviews with their staff by end August
- Through regular team meetings with staff and volunteers

## 8. COMMUNICATIONS AND RELATIONSHIPS

### Within the Organisation

- Retail Manager
- Relevant depot Warehouse Manager
- Delivery/collections van driver
- Head office administration staff
- Head office finance department
- Staff and volunteers at shop.

### Outwith the Organisation

- Customers
- Other local community organisations.

## PERSON SPECIFICATION

Training is provided and ongoing in all aspects of the position

## 9. QUALIFICATIONS

Essential	N/A
Preferred	Retail skills Computer skills (basic)

## 10. EXPERIENCE

Essential	N/A
Preferred	Proven retail experience Experience of display and merchandising Experience of working with volunteers

## 11. SKILLS / KNOWLEDGE/REQUIREMENTS

Essential	Proven organisational and prioritising skills Ability to work independently and as part of a team Adequate numerical and literacy skills
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	Human Relations skills Customer care skills Leader team player skills
Preferred	N/A

**12. OTHER REQUIREMENTS**

Exceptional ability to relate to and develop constructive relationships with people from all backgrounds  
 Ability to inspire, motivate and lead others  
 Ability to remain focussed under pressure  
 Progressive attitude to learning and an ongoing willingness to adapt and change in line with the evolving nature of the organisation  
 Scrupulous personal hygiene and professional appearance

The list of main tasks, responsibilities and duties in Section 5 is not intended to be exhaustive. It highlights major tasks of the post. It may be necessary for the Shop Manager to undertake additional duties which might reasonably be expected within the post and which form part of the function of the post.

All Job Descriptions will be subject to review on an annual basis or as a result of

- a change of strategic management
- changing team/operational requirements
- agreed staff development and appraisal needs and objectives

**13. JOB DESCRIPTION AGREEMENT**

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.	
Job Holder's Name (please print): .....	
Job Holder's Signature: .....	Date: .....
Manager's Name (please print): .....	Date: .....
Manager's Signature: .....	