



JOB DESCRIPTION and PERSON SPECIFICATION

1. JOB IDENTIFICATION

Job Title: Shop Manager

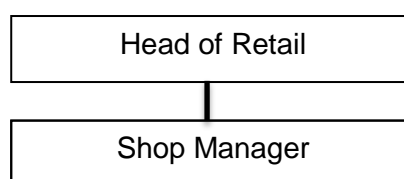
Reports to: Head of Retail

Place of Work: Finaghy Blythswood Shop, Northern Ireland

2. JOB PURPOSE

To manage all aspects of running the shop.

3. ORGANISATIONAL POSITION



4. ORGANISATIONAL OBJECTIVES

The charitable purposes of Blythswood are:

- the advancement of the Christian religion
- the relief of sickness and financial hardship and the promotion and preservation of good health, and
- the promotion of education, particularly in the understanding of the Christian religion, by the printing, publishing, production and distribution of Christian literature and literacy materials.

We aim to see lives changed for good and forever.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

The key tasks in the role include:

1. Demonstrating excellent customer service seeking to satisfy their requirements and promoting good practice within the shop
2. Taking responsibility for opening and closing the shop, maintaining the security of the premises, stock, cash and revenue activities
3. Taking responsibility for cashing-up and banking daily takings
4. Managing the processing, pricing and sale of goods

5. Maintaining quality to the agreed high standard and safety level and keeping stock to the optimum level
6. Providing Head Office personnel with any figures/reports you have been requested by your manager to supply (using any applicable systems provided)
7. Seeking ways to improve shop's performance on a continuous basis
8. Managing the costs of services used by shop appropriately
9. Actively promote and manage and administer all responsibilities in connection with Gift Aid on donated items
10. Managing and training retail staff and volunteers who work in the shop
11. Ensure all customer complaints are handled appropriately and efficiently
12. Minimising waste where possible, returning goods to the shop's parent depot for further reuse or recycling
13. Attending training and meetings as required
14. Ensure the Christian ethos of the Company is not compromised in daily work activity and that all work is carried out in a safe and timely manner
15. To lead and participate in Christian worship in work and respond to questions about the Christian faith from personal experience, in order to contextualise Blythswood's vision of changing lives for good and forever
16. To share the Christian message in the shop setting through media and literature, reflecting our belief that everyone's greatest need is Jesus Christ as their Saviour
17. Demonstrate Blythswood's commitment to caring for and loving all people, regardless of background or beliefs, as an expression of a living Christian faith to staff, volunteers, and customers
18. Identifying training needs for self, colleagues and volunteers to your manager
19. Ensure that all Health & Safety Regulations and company procedures are complied with, ensuring that all staff and volunteers understand and follow them
20. Maintain good housekeeping within your work area
21. Ensuring any authorised fund-raising campaigns in the shop are given the profile required
22. Work in other Blythswood shops as and when required by your manager

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your changing role within the organisation and the overall business objectives of the organisation.

6. COMMUNICATIONS AND RELATIONSHIPS

Within the Organisation

- Head of Retail
- Retail Support Manager
- Colleagues
- Van drivers
- Administration and Finance staff
- Volunteers

Out-with the Organisation

- Customers
- Other local community organisations
- Contractors and external agencies

PERSON SPECIFICATION

7. QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential	<ol style="list-style-type: none">1. Proven retail shop experience2. GOR – see below under section 8
Preferred	<ol style="list-style-type: none">1. 1 year's experience in a supervisory/managerial role2. Knowledge of the Government's Gift Aid Scheme3. Experience in pricing goods4. Experience of working or volunteering in a charity shop5. Experience of key holder responsibilities6. Basic computer skills

8. OTHER REQUIREMENTS

1. There is an Occupational Requirement that the post holder should have a genuine and active Christian faith and church commitment and who can fully subscribe to the charity's Statement of Faith
2. Embody and promote the values upheld by Blythswood Care
3. Ability to inspire, motivate and lead others
4. Ability to remain focussed under pressure
5. Progressive attitude to learning and an ongoing willingness to adapt and change in line with the evolving nature of the organisation

No applicant will be shortlisted for interview unless the application form clearly demonstrates that they meet ALL the essential criteria.

Blythswood reserves the right to shortlist on the essential criteria only or on the essential and preferred criteria as identified in the Person Specification as may be appropriate.

All Job Descriptions are 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.

9. 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):

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Job Holder's Signature:

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Manager's Name (please print):

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Manager's Signature:

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Date:

Date: