### Job Description and Specification

## Post: Temporary Shop Manager

**Reporting to: The Director of the Link**

**Location: 7a Regent Street, Newtownards**

**Hours: 30 hours per week**

**Salary: NJC Pt 12 £16123 pro rata**

 **This post is dependent on sufficient generated income.**

**Expenses: A mileage allowance is paid in respect of mileage undertaken in the course of business**

**Leave: 25 days plus 12 statutory days pro rata**

**BACKGROUND:** TheLink is a Christian faith-based organisation which began in January 1997. The organisation currently employs 12 members of staff and has around 50 volunteers working in a number of areas. The Link seeks to work with some of the most marginalized members of the local community. Our provision includes:

* **MARC (Making a Real Change) Programme**: this is a programme for adults with addictions and their families including a daily Drop In and floating support programme. It is aimed at helping the individuals to regain self-belief and a productive and meaningful role in the community.
* **Project 23**: this is a programme for young people including a Drop In, young parent’s work, a weekly health advice clinic and mentoring programme
* **Volunteer Led Programmes**: including a weekly Totstime which is a parent and toddler Group, a weekly Senior Citizens Lunch Club, a weekly Senior Citizens Drop In and a weekly English class for speakers of other languages.
* **Marc-it Furniture Shop**: The Link’s social enterprise project has been in operation since 2008. It collects and sells second hand furniture and other donated items and any profits are used by the Link Family and Community Centre. As such, continuation of the post is dependent on the post holder ensuring that sufficient income is brought in through the shop.

**JOB OUTLINE:** The main responsibilities of the temporary **MARC-it Shop Manager** are to co-ordinate and administer the social economy furniture sales project under standards set by the Director.

**MAIN DUTIES:**

**Sales**

1. To meet set shop targets by increasing shop sales.
2. To co-ordinate the collection of donated goods and delivery of sold items.
3. To sort and select appropriate items for sale from donated goods and maintain correct level, quality and rotation of stock.
4. To ensure a high standard of presentation, display and pricing of stock according to Link’s retail standards.
5. To monitor and check the security of stock on the shop floor and stock room, and to report any irregularities to the Finance officer.
6. To ensure adequate stock levels by proactively sourcing stock in local area.
7. Comply with all current legislation on the sale of second hand furniture and other donated items.
8. Comply with current legislation and good practice surrounding disposal and recycling of non sellable items
9. To ensure that the shop, stock room, and other facilities are clean, tidy and safe at all times.

**Financial Administration**

1. To implement and maintain financial procedures as set by the Finance Officer.
2. To take full responsibility for the shops administration and accounting procedure, including till operations, daily banking and weekly accounts.
3. To actively promote and administer Gift Aid Scheme.

4. To address and report any financial irregularities that may arise in the shop.

**Staff**

1. To take full responsibility for the recruitment, management, and training of sufficient volunteers to enable the shop to run efficiently.
2. To implement an effective rota system to ensure that the shop is covered and trading in the manager’s absence.
3. To arrange regular meetings with volunteers to pass on information.

**Health and Safety**

1. To ensure that the workplace for which the post-holder is responsible is maintained appropriately and in accordance with the Link’s Health and Safety Policy and relevant Health and Safety Legislation.
2. To ensure that all volunteers and staff are trained in all aspects of Health and Safety.
3. To complete relevant Health and Safety checklists as instructed by the Admin/Finance Support Officer.

**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 compulsorily attend monthly budget meetings and to undertake training as agreed with the Director.
3. Ensure that the Christian ethos of the Link is not comprised in daily work activity.
4. To undertake any other duties which may from time to time be requested by the Director, which are commensurate with the duties and responsibilities of the post.

**This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.**

**General Responsibilities**

Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact with in a courteous and respectful manner

All staff must comply with Link’s No Smoking Policy on Premises and also while on duty for the charity.

All duties are carried out in compliance with Link’s Health and Safety Policy and Statutory requirements.

The Link is an Equal Opportunities Employer. You are required to adhere to Link’s Equal Opportunities Policy throughout the course of employment.

All staff must comply with Link’s Data Protection Policy and Procedures.

**PERSONNEL SPECIFICATION**

**Essential Requirements**

1. Minimum of one year’s retail experience at management level with the ability to demonstrate experience of planning, monitoring and reporting at this level
2. Experience of working within and achieving income and expenditure budgets.
3. Strong and positive leadership skills including the ability to motivate, to train and to manage a group of volunteers.

1. Excellent organisational skills including the ability to prioritise and manage workload, multi-task and work to deadlines.
2. Excellent communication and interpersonal skills
3. Ability to work under pressure using own initiative as required
4. Be able to undertake manual lifting and handling duties.
5. Gift Aid experience.
6. Have access to the use of a car or some other appropriate form of transport to carry out the duties of the post including travelling for work purposes - a full, current driving licence with business insurance is required when using own car for business purposes.
7. Must be prepared to work flexible hours including Saturday (excluding Sunday).

#### Desirable Requirements

1. One year’s furniture retail experience.
2. Experience of working with volunteers in a retail environment.
3. Computer literate with a working knowledge of MS Office (Word, Excel, Outlook, Internet)
4. Category C1 on driving licence.