

**ROLE PROFILE**

**Job Title:** Shop Manager

**Accountable to:** Assistant Area Manager

**Salary:** £24324

**Location:** Various locations

**Hours of work:** 37.5

**JOB PURPOSE**

Reporting to the Assistant Area Manager, the post holder will ensure the effective day-to-day running of the shop in the absence of the shop manager by carrying out agreed procedures and routines which promote the development of shop profitability while at all times supporting the core values of EBM.

* Ensure a high standard of services to customers is maintained at all times.
* Balance til at end of day, banking and reconciliation duties.
* Actively support any fundraising promotions for EBM and implement any promotions for the shop.
* Maintain a high level of presentation both in shop windows and interior of the shop.
* Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop.
* Ensure high standard of maximum stock availability through effective control of collections - generating and sourcing high quality stock, monitoring stock flow into the shop and achieving the optimum price point for all stock items
* Work alongside a team of volunteers to motivate and encourage them to bring new ideas to maximise sales potential.
* Ensure all Security and Health and Safety policies and procedures are adhered to in order to provide a safe and secure shop environment for staff, volunteers, customers and company assets.
* Plan and organise daily work load throughout the shop for volunteers and drivers to ensures efficient customer service and a profitable operation
* Ensures all EBM policies, shop standards and operating procedures are communicated effectively to shop staff and volunteers and maintained and followed through in a consistent manner
* Actively participates in two way communication sharing and exchanging relevant and appropriate information with colleagues.
* Ensure stock areas are organised, uncluttered and promote safe working practices at all times.

**Person specification**

Essential Criteria

* Educated to GCSE level or equivalent
* Cash handling experience
* Good communication skills - ability to communicate well with customers, volunteers, manager, CEO and Board members.
* Ability to use initiative and take responsibility, prioritise work accordingly through excellent time management, planning and organising skills
* Excellent numeracy and literacy skills and an excellent telephone manner
* Proficient in the use of MS Office products with experience and knowledge of Excel, Word & Outlook
* Experience of working in a customer service environment and delivering a high level of excellent customer service
* Enthusiastic, self-motivated and committed to working to a high standard
* Passionate and committed to the aims and charitable objectives of East Belfast Mission
* Flexible and adaptable approach to work and ability to remain calm and work under pressure

Desirable Criteria

* Experience of working in a charity shop
* Working with a team of volunteers
* An understanding of the culture within charity shops