

NCBI RETAIL

JOB DESCRIPTION

FURNITURE SHOP MANAGER

Role:

Your primary role is the overall management and development of the charity shop, working to an agreed work plan and achieving financial targets to increase turnover.

Reports to: Area Manager and Head Office

Main Responsibilities:

Staffing:

- Recruit, train and inform all volunteers of their expected duties and to actively source volunteer staff
- Recruit & train all social activation staff and liaise with CE/ Tus Supervisors as required
- Maintain a positive and happy atmosphere with particular attention to customer service and public relations
- Ensure shop staffing cover is adequate to the needs of the business and taking into account seasonal trends and daily busy periods of trade
- Promptly report to the Area Manager, any difficulties that may be experienced with volunteers and workers
- Responsible for monitoring and restricting pilferage of all merchandise from the moment it arrives on the premises until sold or recycled
- Assist with training or coaching of staff from the shop

Shop Management:

- Ensure the shop is opened for trading during the hours of 9:30am and 5:30pm daily from Monday to Saturday
- Ensure that all window displays are attractive and changed weekly (plan yearly celebrations and events)
- Seek donations of goods for sale in shop & take full responsibility for donated goods including proper presentation and merchandising to the fullest potential, security, upcycling and cleaning where necessary, pricing, tagging and stock rotation
- Ensure the shop is kept clean and tidy at all times
- Ensure all goods offered for sale are 'fit for sale'
- Selling furniture, bric & brac, and merchandising of various retail sales categories.
- Training and managing social activation scheme employees as well as volunteers

Financial Management:

- Take full responsibility for the shops accounting procedures including banking procedures, till receipts procedures, to ensure that the correct transactions

and cash handling procedures are adhered to at all times including staff purchases

- Take full responsibility for the inventory and security of all equipment and fittings on the premises
- Arrange and support on-going fundraising events & activities and meet specific targets
- Take full responsibility for proper inventory and accounting of “Bought In Goods”

Promotion and Marketing:

- Promote the NCBI Retail & NCBI Home brand and the shop locally, through a variety of channels in a cost effective way

Health and Safety:

- To be responsible for the health & safety of all concerned within the shop, volunteer and public
- Undertake responsibilities as required in the observation of all fire procedures, location of extinguishers and Health & Safety

Communications:

- Undertake shop related duties and other ventures as might be required from time to time including attendance at meetings, evaluations & training courses etc

Other:

- Ensure you report your day off/sick leave/annual leave and other time off to your Area Manager and Head Office
- Be flexible with working hours when required by the needs of the business (cover sickness, holidays, promotions and other shop)
- Be flexible with your weekly day off; ensure you have shop cover prior to taking your day off.
- Any other reasonable duties that may be requested by the Area Manager or Head Office.

This job description may be reviewed from time to time in line with the needs of the business.

Key Competencies for Shop Managers

- Customer Focus
- Item pricing
- Drive for Results
- Time Management & Priority Setting
- Motivating Others
- Building Effective Teams
- Developing Staff
- Innovation
- Integrity and Trust