

Job title:	Shop Manager - Sutton
Salary:	£10 per hour
Hours:	35 hours per week (9am – 5pm including Saturdays, plus cover)
Based at:	The Settlement Shop Sutton – each Shop Manager has a primary shop base but is required to provide cover at other Settlement Shops as and when needed or instructed
Pension:	Employee's and employer's contribution matched up to 5% of salary
Annual leave:	25 days per annum pro rata (1 additional day per annum after 3 years continuous service to a maximum of 5 additional days)
Tenure	Permanent
Responsible to:	Finance & Corporate Services Manager
Responsible for:	Volunteers, service users, customer care
Role Purpose:	To run Settlement Shops, maximising income through sales, stock generation, presentation, and the creation of a positive environment that supports engagement with customers, service users, and the wider community. Assessing and canvassing local needs and views; suggesting and leading on activities to promote and develop Settlement services paying due regard to the needs of staff, volunteers, customers, clients and the Settlement as a whole.
Allowances:	This post qualifies for casual car user allowance.

Birmingham Settlement

Since 1899 Birmingham Settlement has been tackling social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our four organisational objectives are:

- 1) To improve financial resilience
- 2) To build individual and community wellbeing
- 3) To develop people
- 4) To build and maintain a sustainable organisation.

We do this by maximising our assets to provide services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it be financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support, wellbeing activities, and training and development opportunities that enable people to gain new skills, build confidence and establish social and community networks that create opportunity and improve lives.

The requirements listed below are broad definitions of this role. Birmingham Settlement reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The post holder is expected, and agrees, as part of their role to be flexible to this end.

Key accountabilities/job purpose:

1. Corporate Requirements:

- a) To positively represent and demonstrate a commitment to the aims, objectives and values of Birmingham Settlement at all times.
- b) To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
- c) To work at all times in accordance with, and to assist the development and implementation of policies and procedures for service delivery and Birmingham Settlement as a whole including:
 - a. Equal Opportunities and Diversity
 - b. Safeguarding
 - c. Health and Safety
 - d. Confidentiality
- d) To be approachable and willing to go the extra mile to ensure the best possible outcome for service users; ensuring Birmingham Settlement is the provider of choice; recognising the value of, and delivering excellent customer care.
- e) To ensure all service users have the opportunity to feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.
- f) To develop and contribute to integrated working through communication and coordination of service delivery across Birmingham Settlement and its partners.
- g) To contribute to the sustainability of Birmingham Settlement via fundraising and income generation activities.
- h) To be self-administering, and to accurately record and work towards the achievement of agreed organisational, departmental and individual KPIs and targets.
- i) To undertake training to meet new and developing needs.
- j) To carry out any other duties commensurate with the post as required by Birmingham Settlement.

2. Core Duties:

Main responsibilities include:

- a) Maintaining and building the day-to-day efficient running of the shop; liaising with suppliers, customers, colleagues, volunteers and others as required.
- b) Ensuring the highest standards of presentation and display in the shop and stock room at all times including arrangement e.g. lifting and carrying goods, light/small furniture, shop fixtures and fittings along with due care to cleanliness, pricing and information about the Settlement to ensure income is maximised and reputation maintained and grown.
- c) Supporting and training volunteers to ensure the efficient and effective running of the shop and wellbeing of the volunteer e.g. consideration to the abilities and needs of the volunteer.
- d) Handling and banking cash in line with agreed policy and process.

- e) Operating effective stock generation and management systems to achieve maximum income from donated goods e.g. clear sorting and pricing policy, timely stock rotation, promotional events and measures to monitor and procure stock.
- f) Maximising Gift Aid and income opportunities to improve the financial viability of the shops.
- g) Where needed, organising and processing collections/deliveries of donated and new stock including liaison with the Settlement's transport service as required.
- h) Liaising with other shop and wider Settlement staff regarding donations and stock to ensure income and service delivery is maximised.
- i) To support wider Settlement services and clients as instructed within the shop environment e.g. engagement, work placements, hosting community forums, trips/outings and similar.
- j) To work proactively and flexibly to ensure the shops perform and services are delivered to the highest possible standards with the resources available.
- k) Responsible for alerting the Finance & Corporate Services Manager of any areas of shortfall/concern.

3. Value for Money

A key driver for Birmingham Settlement's sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

- Effective role fulfilment.
- Effective joint working and integration.
- Continual evaluation of personal performance, service user feedback, benchmarking, KPIs
- Promotion of energy saving and cost reduction e.g. recycling, reusing, reducing; responsibility and commitment to energy saving utilities, lighting, PCs, reduced printing.
- Promoting, encouraging and supporting volunteers.
- Maximising accessibility for volunteers across all service areas.

Person Specification:

Criteria	Essential	Desirable
Experience		
a) Experience of working as part of a team within a retail setting including understanding and ability to deal with issues that arise within a retail unit including flexibility; adaptability; initiative.		
b) Experience of effective stock generation, management and control.		
c) Experience of developing and implementing processes and procedures to meet the changing needs of the business and all its constituent parties.		
d) Experience and understanding of customer care including feedback, assessment of need with ability to act and respond to those needs.		
Financial awareness		
a) Understanding of budget management, assessment, and the importance of effective reporting.		
b) Understanding and experience of good practice relating to the handling of cash.		

Communication/interpersonal skills		
a) Excellent written and general communication skills.		
b) Experience and understanding of reporting and dissemination of information to appropriate audiences including customers, service users, staff, colleagues and external partners/providers		
c) Ability to use initiative, lead and motivate others in a busy and constantly changing environment.		
d) A willingness to be pro-active and work flexibly and creatively with colleagues and as part of a team.		
e) Excellent negotiating skills (tact, diplomacy) with an ability to influence and persuade others including customers, clients, colleagues, volunteers, funders and external contractors.		
People management		
a) Proven ability to develop and motivate others with sensitivity to the needs of both the organisation and the individual.		
b) Experience of recruiting, developing and supporting volunteers from a variety of backgrounds with a range of needs and reasons for volunteering.		
c) Experience of dealing with, and effectively resolving difficult situations including personal differences, poor performance, unwillingness or inability to adapt or follow instruction.		
Personal Qualities		
a) A high level of awareness, understanding, and commitment to the principles of good practice in relation to equality and diversity.		
b) Good understanding of ICT applications – word, excel, internet, outlook, and database experience; with a willingness to use ICT and other technology to more effectively carry out the duties of the post e.g. EPOS.		
c) Ability to think with clarity in a complex and changing environment.		
d) Ability to create, see and seize opportunities with a willingness to try new things and adapt to changing needs.		
e) Ability to self-manage including planning own workloads to meet internal and external requirements.		
f) A systematic approach to the duties of the post including an ability to work under pressure, to prioritise work and meet deadlines and targets.		
g) Ability to lift and carry stock including bags of donations, rag sales, light/small furniture, and ability to adapt shelves and shop fixtures/fittings to ensure effective presentation of goods.		
Other / General		
a) Experience and understanding of the issues of working within the third sector.		
b) A full, clean, current UK driving licence.		