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|  | **Job Title:** | Shop Manager | **Dept.:** | Retail / trading |  |

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|  |  | **Essential** | **Evidence** |  |
| **QUALIFICATIONS AND TRAINING**  Level of education, specific qualifications, specialised training, training requirements for the job | * IT literate * Good level General Education * NVQ level 1-2 and above, or equivalent GCSE’s * Basic knowledge of Health & Safety & Fire regulations within the retail environment and the ability to identify potential risks. | Certificates  Interview  Application form/CV |
| **EXPERIENCE**  Length, type and level of work-related experience | * Previous retail experience or experience of working in a busy customer facing role. (Minimum 1 year) * Experience of cash handling and reconciliation. * Experience of managing a team | CV  Interview |
| **SKILLS/KNOWLEDE**  Range and level of skills, depth of knowledge required for the job | * Have a commercial awareness with being able to manage stock and maximise income through sales. * Be able to identify market trends * Excellent Customer Service Skills * Excellent communication and relationship building skills with the ability to build rapport with people of differing ages, backgrounds and cultural origins. * Good organisational skills * Strong Team Player with the ability to work collaboratively with others. * Ability to work on own initiative * Approachable with a can-do attitude * Committed to achieving the highest retail standards at all times * Understands financial accounts, able to manage inventory and undertake payments via all methods available. | Interview  References  CPD |
| **APTITUDES AND ATTRIBUTES**  Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales | * Self-motivated & enthusiastic * Autonomous working * High professional standards * Attention to detail * Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role. | Application form  Interview  References |
| **OTHER JOB REQUIREMENTS**  Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence | * Full clean driving licence * Excellent attendance * Time keeping * Team worker * Basic DBS clearance | Application form  Interview  reference |
|  | **PERSONAL QUALITIES/**  **VALUES** | * **RECEPTIVE –** we define success as **continuous improvement** and aim for **excellence** in our live-saving services and community projects. * **RESPECTFUL** – we are a community-based organisation with a **‘one team’** culture that embraces and encourages **honesty**. * **RESPONSIBLE** – we aim to create the best possible **future for everyone** and thrive to place **sustainability** at the heart of everything we do. * **RELEVANT** – we are **open** to new ideas and ways of working across our clinical and charity operations, providing total **transparency** to all stakeholders. * **RECOGNITION** – we **value our relationships** - with staff, supporters and the wider communities we serve - **working together** to achieve the best possible patient outcome. | Application form  Interview  reference |  |