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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.
 | CertificatesInterview 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
 | CVInterview  |
| **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 ReferencesCPD |
| **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 Interviewreference  |
|  | **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 Interviewreference |  |