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

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|  |  | **Essential** | **Evidence** |  |
| **A: EDUCATION****QUALIFICATIONS AND TRAINING**Level of education, specific qualifications, specialised training, training requirements for the job) | * IT literate
* Good level General Education
* NVQ ENTRY level or above / equivalent
 | Application FormCertificatesDocumentsInterview  |
| **B: EXPERIENCE** (Length, type and level of work-related experience)  | * At least 1 years’ experience of working in the retail sector.
* At least 1 years’ experience of working in a front of house customer centric environment.
* Experience of working with volunteers.
* Experience of building and motivating a team to reach business objectives
* Experience of managing employees, including performance management
* Experience of working to and achieving income and expenditure targets.
* Experience of cash reconciliation and financial controls
 | Application FormInterview  |
| **C: SKILLS****KNOWLEDE****ABILITIES**(Range and level of skills, depth of knowledge required for the job)  | * Excellent people management skills including strong leadership and motivational skills
* Excellent customer service skills both internally and externally with colleagues, volunteers and members of the public
* Commercial awareness and judgement
* Ability to build & maintain positive working relationships with a variety of people, both paid & voluntary
* Ability to work on own initiative and as part of a team
* Excellent organisational skills and business acumen
* Self-motivated with a flexible, positive and resilient attitude able to work under pressure
* Ability to establish and maintain successful retail processes and merchandising.
* Strong drive to achieve results
* Knowledge of the issues relating to recruiting and retaining volunteers
* Effective communicator with ability to deliver team messages, deal with customer issues and resolve problems with firmness and fairness when required in the absence of Shop Manager
* A competent level of IT literacy including MS Office (Word, Excel, Outlook) and social networking sites
* Good communication skills, both verbal and written
* Able to demonstrate both leadership and teamwork in a highly complex environment
* Ability to motivate others
* Able to problem solve and formulate plans to overcome difficult situations.
* Able to lead, build and develop a team
* Able to communicate complex information across professional boundaries
* Able to act as an ambassador for the overall work of the charity
* Able to work flexibly
* Good numeracy and literacy skills
* Ability to handle money
 | Application FormInterview ReferencesCPD |
| **D: APTITUDES AND ATTRIBUTES** (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales) | * High standards of hygiene
* Professional Appearance
* Reliability and commitment
* Honesty and Integrity
* Resilient
* Friendly and approachable manner
* Self-motivated & enthusiastic
* Self-discipline
* Punctual
* Flexible
* Demonstrates leadership in practice
* Autonomous working
* Attention to detail
* Prioritise workloads, and work with conflicting priorities
 | Application form Interview References  |
| **E: OTHER JOB REQUIREMENTS** (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)  | * Full driving licence with no endorsements or acceptable endorsements
* Excellent attendance and time keeping
* Team worker
* Processing stock deliveries regularly requires carrying and moving heavy bags of stock.
* Essential to undertake reasonable lifting duties
* Undertake full DBS/immigration/immunisations verification checks in line with MAAC policy and procedures.
 | Application form Interviewreference  |
|  | **F: PERSONAL QUALITIES AND 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 |  |

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties**