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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 Form  Certificates  Documents  Interview |
| **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 Form  Interview |
| **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 Form  Interview  References  CPD |
| **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  Interview  reference |
|  | **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  Interview  reference |  |

**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**