



Job Title:

Shop Manager

Dept.:

Retail / trading

	Essential	Evidence
<p>QUALIFICATIONS AND TRAINING</p> <p>Level of education, specific qualifications, specialised training, training requirements for the job</p>	<ul style="list-style-type: none"> ▪ 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. 	<p>Certificates</p> <p>Interview</p> <p>Application form/CV</p>
<p>EXPERIENCE</p> <p>Length, type and level of work-related experience</p>	<ul style="list-style-type: none"> ▪ 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 	<p>CV</p> <p>Interview</p>
<p>SKILLS/KNOWLEDE</p> <p>Range and level of skills, depth of knowledge required for the job</p>	<ul style="list-style-type: none"> ▪ 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. 	<p>Interview</p> <p>References</p> <p>CPD</p>



<p>APTITUDES AND ATTRIBUTES</p> <p>Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales</p>	<ul style="list-style-type: none"> ▪ 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. 	<p>Application form</p> <p>Interview</p> <p>References</p>
<p>OTHER JOB REQUIREMENTS</p> <p>Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence</p>	<ul style="list-style-type: none"> ▪ Full clean driving licence ▪ Excellent attendance ▪ Time keeping ▪ Team worker ▪ Basic DBS clearance 	<p>Application form</p> <p>Interview</p> <p>reference</p>
<p>PERSONAL QUALITIES/ VALUES</p>	<ul style="list-style-type: none"> • 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. 	<p>Application form</p> <p>Interview</p> <p>reference</p>