**SHOP MANAGER JOB DESCRIPTION**

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| **JOB TITLE:** | Charity Shops Manager Friends of Blandford Community Hospital (FBCH) |
| **PAY BAND:** | As determined and reviewed by the Management Board |
| **LOCATION:** | Various as role requires. (2 x shops, storage facility, hospital office and charity events. |
| **ACCOUNTABLE TO:** | Management Board of the Friends. |
| **LINE MANAGER:** | Team Leader of The Friends |
| **KEY RELATIONSHIPS:** | Management board, other FBH employees, volunteers. |
| **HOURS OF WORK:** | This is a part-time post of 28 hours per week over 5 days. The post holder may be required to work flexibly to meet the needs of the service. |
| **JOB SUMMARY**  **KEY ELEMENTS** | This post is to support the Management Board of the Friends in its fundraising activities, which includes the management of their two shops.  To provide day-to-day management of the Friends Charity Shops. |

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| **SECTION A: MAIN DUTIES AND RESPONSIBILITIES** | |
| **1.** | **Shop Management**   1. To provide day to day management and on-going development of the Friends’ two charity shops (Blandford and Sturminster Newton) in order to maximise shop income using the donated stock available 2. To advise the Friends on all aspects of retail trends and ensure good practice within the shops. 3. To provide management and supervision of any paid members of staff within the shops. 4. To order supplies, stationery and shop fittings as necessary. 5. To be responsible for initiating property repairs/maintenance as required using local tradesmen or relevant Landlords for each premises 6. To be responsible for shop banking procedures. 7. To be responsible to the Treasurer for the financial management of trading and ensuring accurate accounts are maintained. 8. To ensure that all records and returns relevant to the Friends’ two shops are maintained. 9. To ensure cover is provided for periods of absence due to annual leave or regular days off with the emergency procedure as agreed with the Management Board 10. To annually review the risk assessment for each of our premises and update as necessary. 11. To ensure arrangements for waste disposal and recycling. 12. To ensure compliance with relevant retail legislation regarding the sale of second hand goods, age regulated items etc. in accordance with Trading Standards, legal regulation and The Charity retail Association Guidance. 13. To be responsible for shop security. 14. To promote and maintain the good reputations of our Charity Shops in the community. 15. To carry out a full range of office administrative duties.   **Volunteer Management Duties**   1. To provide management of volunteers working in the Friends’ shops 2. To maintain on-going recruitment, training and retention of volunteers 3. To ensure that adequate volunteer cover is made for each shop for both customer service and stock management via a rota system. 4. To ensure shop volunteers are aware of all current Health and Safety Guidelines and take relevant precautions to keep our shops safe in full compliance with Health and Safety Regulations. 5. To maintain and review annually a volunteers guide for each shop. 6. To organise bi-annual social events for the shop volunteer workforce, including a cream tea and annual dinner for each shop. |
| 2 | **Logistics**   1. To coordinate and manage a logistics team of volunteer drivers to operate the Friends Van 2. To ensure safe, efficient and good practice operations in the Storage Facility 3. To be responsible for all legal documentation, maintenance and servicing of the Friends’ van. |