

Shop Manager – Dalkeith Shop

Kidney Research UK

Charity Description

Kidney Research UK is a charity working to cure kidney disease. It is still out there, a silent killer, blighting the lives of more than two million patients, with a further million undiagnosed. We are the largest charitable funder supporting renal research in the UK today. For decades the research we enable has been saving lives, but there is so much more to do.

Through targeted research, the collation and sharing of health information and strategic planning we have been shaping and facilitating advances in renal research since 1961, collaborating with other charities and funders to deliver life-changing care to all those affected.

With the incidences of obesity, heart disease and high blood pressure (all triggers for kidney disease) on the increase due to our changing life-styles, our work is more essential than ever, and we need good, passionate and caring people to help get us to a cure – faster.

JOB DESCRIPTION

Shop Manager – Dalkeith Shop

Location:	15 High Street, Dalkeith, EH22 1JB
Reporting to:	Director of Communications & Fundraising
Direct reports:	Assistant Shop Manager and Volunteers
Grade:	Grade 5
Hours:	37.5 per week
Term:	Permanent

Job Summary

Working in our Dalkeith Shop, you will be responsible for all aspects of the smooth running of the shop. On a day-to-day basis, you will be responsible for generating sales, securing donated items, managing staff and volunteers, ensuring accurate and timely financial and administrative records and work within current charity retail legislation. As the manager at this shop, you will need to be passionate about delivering excellent customer service, growing income and working with volunteers.

Key accountabilities

1. Responsible to achieve sales targets and run a cost-effective shop against set budgets. To recognise and implement additional opportunities for income generation and reductions in shop costs.
2. Responsible for the delivery of excellent customer service.
3. Responsible for the shop premises ensuring they are clean, safe, tidy and secure. Ensure the trading hours are strictly adhered to.
4. Responsible, with the support of the Volunteer Programme Manager, to recruit and train volunteers, to maintain an up to date rota, encourage team building and involvement in shop activities, to delegate shop tasks to the volunteers according to their strengths and experience.
5. Operate effective stock management systems to realise the maximum profit from donated goods. This includes using a clear sorting and pricing policy, adhere to merchandising standards, enforce stock rotation and undertake promotional activity.
6. Maximise the donation of stock and undertake activities to encourage further measures to secure donated stock to ensure appropriate levels and quality of stock is maintained.

7. Maintain accurate financial records of the shops financial position, reconcile and bank the takings daily and ensure strict security measures are implemented.
8. Comply with all current legislation and best practice as detailed by the Charity Retail Association.
9. Continually review shop processes to ensure efficiency and effectiveness and maintain up to date procedure notes.
10. Represent the charity at a local level, attend meetings and training courses when advised and, where appropriate, encourage and support local fundraising activity.

The above list of responsibilities is not exhaustive and may change to meet the needs of the organisation. The post-holder may also be required to carry out such other duties as may be required from time to time which are broadly consistent with the status of the post within the organisation.

Measures of Performance

- Achieve income and expenditure in line with the budget
- Accurate and timely record keeping of sales and expenses on the weekly return

Person Specification

Attributes	Essential	Desirable
Knowledge / Qualifications	Good general level of education Good knowledge of financial procedures	Experience in charity retail administration
Experience	Retail experience Supervisory experience	Charity retail experience Experience of managing volunteers
Personal Attributes/Qualities	Passionate about retail Passionate about customer service Good interpersonal skills Positive, creative and can-do mentality	Well organised and able to manage and priorities workload Attention to detail, accuracy and achieve deadlines

Skills and Abilities	Ability to work alone Retail display and sales presentation skills	Experience of stock control Experience of securing stock donation
-----------------------------	---	--

Competency Profile

	Competent	Skilled	Advanced	Expert
Personal Effectiveness		X		
Planning and Decision Making	X			
Communications and Influencing		X		
Building and Maintaining Relationships		X		
Developing Yourself and Others	X			
Innovation	X			
Specialist Knowledge		X		