

## Job Description

<b>Job Title</b>	<b>Retail Store Manager</b>
<b>Job Purpose</b>	<p>The Store Manager will be responsible for the effective operation of one of our shops.</p> <ul style="list-style-type: none"> <li>Managing the day to day running of one of our shops</li> <li>Optimising sales</li> <li>Maintaining effective stock management and merchandising</li> <li>Managing and training volunteers</li> <li>Carrying out shop administration</li> <li>Comply with all charity, H&amp;S policies</li> </ul>
<b>Responsible to</b>	Retail Area Manager- who will provide support and supervision at agreed intervals
<b>Working with</b>	Retail group staff and volunteers
<b>Responsible for</b>	All shops within our retail group within South Lakeland
<b>Hours and salary</b>	<p>35 Hours 5 days over 7 (Mon – Sun) £20,253</p>
<b>Location</b>	Kendal Shop

## **Tasks and responsibilities**

### **Role of Store Manager**

1. To take day to day responsibility for managing Age UK South Lakeland shop in Kendal.
- 2 To brief the Deputy Head of Retail at regular agreed intervals on performance and progress of the shop.
3. Maintain awareness of the work that Age UK South Lakeland is doing within the community.
4. Maintain and develop good relationships with local communities and organisations.
5. Assist the Deputy Head of Retail when required

### **Optimising Sales**

1. To ensure that the shop meets sales targets set by the Head of Retail
2. To assist marketing campaigns and sales promotions to increase sales.
3. To ensure that the shop is competing effectively with local competitors.
4. To ensure that staff and volunteers maintain a high standard of customer care.
5. To apply company display, merchandise and standard window dressings.

### **Maintaining Effective Stock Management and Merchandising**

1. To ensure that donate goods are dealt with efficiently in stockroom to then go out on the shop floor or recycling.
2. Ensure the window and merchandise is displayed well and within guidelines.
3. To control stock density and rotation.
4. To initiate local stock and sales promotions.

### **Staff Management and training**

1. To manage the store and delegate to others in your absence.
2. Provide training for new and existing staff and volunteers.
3. Recruiting of volunteers.
4. Foster a positive team spirit, communicate sales figures and better ways of working within your team.
5. Attend any training or meetings, as advised by the Deputy Head of Retail.

### **Administration**

1. Complete daily/weekly sales returns as requested by the Deputy Head of Retail.
2. Ensure that banking and till procedures are done daily or when required within deadlines.
3. Adhere to all audit procedures set out by the Retail Manager/manuals.
4. Comply with all Health & Safety procedures