

# Job Description



**Role Title:** Store Manager

**Reports to:** Head of Retail & Warehouse Distribution Manager

**Responsibility for:** Allocated Paul Sartori Foundation Retail Outlets / Retail Volunteers

**Location:** Sartori Furnishings, Commercial Complex, 25 Upper Terrace, Letterston, SA62 5UG

## KEY AIMS:

To support the Head of Retail in managing and operating a professional retail business reflecting the Paul Sartori Foundation Hospice at Home Core Values.

To maximise sales and gift aid as well as manage expenditure across the allocated retail outlets to financially contribute to the Paul Sartori Foundation's Hospice at Home Services.

Manage and grow the retail business by leading, supporting, motivating and developing volunteer team members.

Proactively work towards both financial and non-financial measurable objectives to meet the strategic aims of the business.

## MAIN DUTIES:

### Income and Expenditure

- Maximise profitability by meeting agreed budgets
- Maintain expenditure within acceptable financial constraints
- Promote and train gift aid processes and procedures in allocated outlets
- Implement the Sartori Furnishings policies pricing and stock control management systems

### People Management

- Recruit, build and manage an effective team of volunteers to support the day to day shop operations
- Ensure that the development needs of volunteers are identified and met, through one to one meetings and reviews.
- Promote community relationships within all shops in-line with the Paul Sartori Foundation's Core Values
- Implement retail procedures and systems within allocated stores to maximise volunteer recruitment and retention
- Work with the Head of Retail to ensure that people management issues are satisfied, and relevant policies and procedures are adhered to
- Maintain good working relationships with volunteers and colleagues at all levels
- Liaise with key internal and external stakeholders including Trustees, staff, volunteers, outside contractors, governing bodies, such as Trading Standards, Fire Officers, Environmental Health to benefit the allocated store/s
- Give frequent feedback to store teams to help with self and store development

**Operations**

- Implement the Foundation recycling processes to minimise waste and maximise income from non-saleable donations
- Develop and educate volunteers to improve merchandise knowledge to maximise donation potential
- Educate and implement pricing structures to maximise donation value
- Take all reasonable steps to ensure allocated shops are open to maximise sales and support trade within the community
- Manage and liaise with existing partners to maximise income and minimise expenditure
- Attend meetings relevant to your role within the charity

**Strategy**

- Support the development of the overall business strategy as required
- Contribute to a volunteer recruitment strategy to meet the needs of the retail estate
- Communicate the retail strategy implementation from Trustees and Senior Managers to all retail stakeholders
- Maintain local knowledge of the market place, competitors and trends to influence the retail strategy
- Raise awareness of the retail business and the Charity throughout the community
- Support other areas of the charity to help promote and generate income for the retail outlets
- Develop and promote partnership with organisations on site

**Policy**

- Implement Health and Safety across allocated stores. Ensuring Health and Safety recommendations are managed effectively and within a timely manner
- Undertake risk assessments to ensure safety at all times within allocated stores
- Demonstrate a commitment to equal opportunities and diversity
- Implement policies and procedures to maintain security and consistency throughout the Charity and retail business
- Promote core retail values Caring, Honest, Respect & Responsibility

**Reporting**

- Analyse statistical and financial information on a monthly basis with the Head of Retail to understand and drive objectives through all Sartori Store & Home Furnishings outlets

**Personal Development**

- Regularly review allocated shop financial and non-financial objectives and progress with the Head of Retail and store volunteers
- Attend annual and 6 month reviews with your line manager to discuss performance and personal development

**Other**

- The job description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation

**PERSON SPECIFICATION**

|                | <b>ESSENTIAL</b>                                                                                                                                                                              | <b>DESIRABLE</b>                                                                                       |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Knowledge      | Retail industry<br>Management experience<br>Health & safety management                                                                                                                        | Charity industry<br>Sales and expenditure performance<br>Basic financial acumen<br>Design<br>Upcycling |
| Skills         | Self-motivation<br>Communication<br>Interpersonal<br>Initiative<br>Integrity<br>Time management / prioritising<br>Organised<br>Respect of confidentiality<br>Accurate and attention to detail | Welsh speaking<br>IT and systems                                                                       |
| Experience     | People & volunteer management                                                                                                                                                                 | Experience in a retail role<br>Managing teams remotely                                                 |
| Qualifications | Driving Licence                                                                                                                                                                               | Business or equivalent qualification<br>People Management<br>Volunteer Management<br>Health & Safety   |

*This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business.*