



# Temporary Shop Manager – Retail Job Pack



November 2018

Dear applicant,

Thank you for your interest in the position of **Temporary Shop Manager** for CPotential.

**About CPotential:**

At CPotential we provide life-changing learning for children with movement disorders due to conditions such as cerebral palsy. With Conductive Education at our core, we offer a range of services to help children grow in confidence, skills and independence. We also run our own independent special needs primary school, Woodstar School. We believe everyone has the potential to learn – we're here to make that happen.

We run four shops, which support the charity's work. The shops are reliant on donations from the public and corporate supporters, and generate funds from the sale of donated items.

**Purpose of the job:**

To manage charity shop activities in an efficient and driven manner so that shop income is maximised to the highest possible extent to support the charity's activities, Woodstar School and its work with young children who have movement disorders.

**The role of our shop managers:**

Commercially aware, creative and constantly looking for new business opportunities, shop managers motivate their teams and create a safe and energised work environment. They have high standards, a strong drive to achieve results and are accountable for their business. The role of the shop manager is varied and busy and gives the opportunity to work with others. Shop managers are crucial to the success of our business and can make a real difference.

This pack contains some information about us and the full Job Description and Person Specification. I encourage you to read this and the information on our [website](#).



CEO, CPotential

**To apply for this post, please:**

- **complete the [application form](#)**
- **email your completed application form to: [info@cplondon.org.uk](mailto:info@cplondon.org.uk)**

Please note: If you are successful at being selected for interview, we will require you to provide your Proof of Right to Work in the UK, such as your passport or a Birth Certificate with the names of at least one of your parents on it, together with a document with your National Insurance number on it.

# Job Description

<b>Job Title:</b>	Temporary Charity Shop Manager
<b>Responsible to:</b>	Retail Line Manager
<b>Hours:</b>	37.5 per week
<b>Duration:</b>	Mid November 2018—31 December 2018 (with possibility of extension)
<b>Location:</b>	Crouch End, London N8
<b>Salary:</b>	£16,000— £18,000 per annum gross plus benefits, depending on experience

## Duties and responsibilities

### Sales and Profit

- Achieve set sales and profit targets as developed by or in collaboration with your Line Manager and be accountable for meeting them.
- Ensure that shop income is maximised in new and innovative ways and ensure that staff and volunteers (as appropriate) are motivated and engaged in the shop's financial performance.
- Analyse reports to identify opportunities to maximise the potential of different product categories and use these to help drive the income of the shop.
- Work in collaboration with your Line Manager to drive business in relation to the shop and retail layout.
- Ensure stock is generated into the shop by members of the public and donors sign up to the Gift Aid scheme as well as ensuring income from Gift Aid on donated products is maximised at all times.
- Ensure that CPotential's financial procedures are adhered to and executed in an accurate and timely fashion.
- Maximise the shop's opening hours and ensure the shop is open and managed by the shop team in the manager's absence.
- Ensure that the high standard of service to customers that is expected by CPotential is maintained at all times.
- Actively support any national or local fundraising promotions as directed by Head

### Shop Floor

- Undertake daily inspections of the shop floor to ensure high standards are achieved and maintained.
- Ensure all stock is sorted, priced and steamed before going onto the shop floor.
- Ensure there is adequate flow of stock from backrooms to the shop floor.
- Ensure there is adequate stock available on the shop floor, at all times.
- Select and price stock at a consistent level and in accordance with any CPotential price guide.
- Rotate stock at least on a weekly basis so that no items of stock remain on the shop floor for any longer than the agreed time limits.
- Achieve high standards of cleanliness, and ensure the sales floor and backroom areas are cleaned on a regular basis.
- Maintain high standards of and commercially successful presentation displays and visual merchandising both in the window and interior of the shop.
- Achieve and maintain high standards of housekeeping and organisation throughout the shop.
- Achieve and maintain efficient and commercially successful stock processing systems (such as pricing, quality standards, consumer safety, stock density and culling stock), including backroom systems and ensure these are adhered to by all volunteers.
- Ensure that all legal and internal regulations regarding donated stock are adhered to.
- Provide an excellent customer and donor experience.
- Ensure the sales floor layout is commercially successful and maximises sales as per any guidelines in conjunction with your Line Manager.

Office or your Line Manager.

## **Staff and volunteers**

- Actively recruit induct and retain a volunteer team capable of maximising the shop's income and profitability and guarantee the smooth running of the shop.
- Organise a rota to ensure the shop runs effectively and the sales floor and back room tasks are appropriately allocated.
- Create and maintain an organised and pleasant working environment for staff and volunteers.
- Motivate staff and volunteers to provide an excellent customer and donor experience.
- Assess the skills and potential of the volunteers and delegate accordingly.
- Ensure that all staff/volunteers comply with CPotential's policies, procedures and specific protocols.
- Provide training so volunteers are able to perform their jobs efficiently and effectively.

## **Administration and Security**

- Ensure all relevant administration is completed on time and according to CPotential's Manager's Manual.
- Bank regularly at a minimum each week and according to CPotential's policy.
- Ensure all financial, cash handling and security procedures are adhered to as per CPotential's Manager's Manual.
- Hold the shop keys, ensuring that the shop is secure whenever it is left unattended.
- Notify the local police and your Line Manager in the event of a break in, shop lifting or security incident.
- Notify your Line Manager in the event of suspected theft or dishonesty by any member of staff.

## **Health and Safety**

- Ensure a safe environment is provided that protects all staff/volunteers and the public.
- Comply with all Health and Safety (H&S) regulations as per CPotential's H&S Policy.
- Report any maintenance or Health & Safety issues in the shop to your Line Manager or as specified.
- This role involves continuous manual handling of stock, in volume on a daily basis. It will require a reasonable level of fitness and exertion, including carrying stock up and down stairs (where applicable) on a regular basis.

## **General**

- To represent CPotential in a manner that ensures your actions reinforce the charity's values.
- Work within all relevant CPotential policies and procedures including the Manager's Manual.
- Any other duties as may be reasonably directed by your Line Manager or CEO.

## **Please note:**

If you are successful at being selected for interview, we will require you to provide your Proof of Right to Work in the UK, such as your passport, or a Birth Certificate with the names of at least one of your parents on it, together with a document with your National Insurance number on it.

## Key skills and competencies required

### (essential unless otherwise listed)

- Demonstrable prior experience of retail management in a major charity or other fashion retailer.
- Able to plan, organise, prioritise, delegate and review varying work of volunteers and/or paid staff.
- Able to attract, recruit, train, develop and appraise a team of volunteers/paid staff, to fully participate in the daily activities of the shop.
- Able to establish and maintain successful retail processes and merchandising.
- Strong drive to achieve results and strive for excellence.
- Friendly and approachable manner.
- Able to interpret, implement and advise on procedural guidance from line management and to issue appropriate instructions and advice to staff/volunteers to manage the shop.
- Able to meet the needs of customers in order to generate sales and increase customer usage of the shop.
- Able to liaise and respond to a variety of people from varying backgrounds.
- Able to manage time under conflicting priorities.
- Able to deal with any situation which may give rise to conflict.
- Able to create an effective working relationship between yourself and any Assistant Managers/volunteers
- Able to add, subtract, divide and multiply up to four figures in order to maintain budgets and complete accurately weekly income/banking sheets.
- Able to handle cash and reconcile accurately.
- Able to initiate, develop and accept new ideas to generate income within a short time frame.

## Key skills and competencies required (continued)

- Able to identify and develop appropriate plans to respond to weekly, monthly and annual budgetary targets.
- Ability to understand and interpret basic financial reports. (Desirable).
- IT literacy and numeracy skills.
- Able to demonstrate resilience to everyday pressures in a retail environment.
- Flexible approach to working hours and days including working Saturdays, Sundays and Bank Holidays as appropriate and when required including cover at other shops.
- Current driving licence (Desirable).
- DBS check.
- There will be a need to lift, on a frequent basis, items of various sizes and weights.



## Benefits of working at CPotential

As a member of staff of CPotential you are one of the charity's most important assets. We want you to enjoy working for us and to develop personally and professionally while you're with us to give us your best.

### **Holiday**

It's important to recharge your batteries, so we offer a generous holiday allowance of 28 days pro rata in addition to eight Public Holidays and extra days over the Christmas break when the Centre is closed.

### **Learning and development**

We offer life-changing learning to the children and young people we work with and we value your learning just as much. All staff are provided with in-house training and suitable external courses may be identified as appropriate.

### **Family support**

We offer a range of benefits to support family life, including parental leave and compassionate leave when needed.

### **Pension scheme**

We offer the NEST pension scheme, for which all staff are eligible from the first day of employment.

### **Employee Assistance Programme**

It isn't in anyone's best interests if you have issues that are keeping you awake at night. We subscribe to an Employee Assistance Programme, so that you can access 24 hr support for things that are bothering you, whether at work or home.





**CPotential is the new name for  
The London Centre for Children with Cerebral Palsy**

[cpotential.org.uk](http://cpotential.org.uk)

143 Coppetts Road  
London N10 1JP

T: 020 8444 7242 E: [info@cplondon.org.uk](mailto:info@cplondon.org.uk)

CPotential is the operating name for CPotential Trust

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