**Retail Shop Manager**

**Location – Newmarket charity superstore**

Post end date – 29th April 22

We are seeking a commercially aware Retail Shop Manager for our Newmarket Charity Superstore. In this hands-on role, you will direct a team of staff and volunteers in the day to day running of the shop, making the most of donated items.

The working hours are 24 hours (4 days) per week (to be agreed). Flexible from Mon-Sat.

The salary is £9.50 p/h.

If you have heaps of enthusiasm, retail experience, great customer service and leadership skills and you are passionate about directly helping local people affected by homelessness, we would love to hear from you.

All funds raised by our Charity shop in Newmarket and Mildenhall help to raise funds for our supported housing project for vulnerable young adults aged between 16-24 in Newmarket.

**Job description;**

**Main Responsibilities of the Job**

To be responsible and accountable for maximizing shop profit by achieving budgeted income, controlling shop expenditure in line with budget and recruiting and retaining a motivated team of staff and volunteers’

To act as line manager for team of staff and volunteers within the shops

Scope of Job -Income generation

• To maximize shop sales by achieving agreed targets through donated stock. This involves proactive stock generation, optimum pricing, processing stock to agreed amounts and stock planning.

• To maintain high levels of shop presentation by merchandising and housekeeping to agreed standards as discussed with the Chief Operating Officer.

• Role involves a degree of manual handling in sorting and lifting stock.

**Administration**to ensure adherence to Newmarket Open Door policies and procedures.

• To control shop expenditure through effective cost control of weekly expenses.

• To ensure minimum losses of both stock and cash by following bank and cash register procedures and safeguarding the property of Newmarket Open Door at all times.

• To adhere to all Policies and Procedures including those relating to the compliance with Health and Safety responsibilities.

• To complete all administration to a standard and deadlines that meet the requirements for whom this work is produced.

• To protect the Company’s ability to trade by ensuring compliance with relevant legislation always and especially that concerning Health and Safety in the workplace and the environment.

• Ensure all accidents, near-misses or dangerous situations are recorded and investigated in accordance with the Company’s procedures, including any violence, threats or acts of intimidation.

• To manage clearance of rubbish, un saleable clothing (rags) on a regular basis.

• To be responsible for the daily management of the shop team, including performance reviews for staff and any volunteers.

• To recruit, support and retain a team of shop staff and volunteers.

• Provide training for both staff and volunteer teams as and when necessary.

• Rosta staff and volunteers to cover the opening hours of the shop and coordinate cover for sickness, holiday and other absences as needed.

• Attend where appropriate, training courses relevant to the development of the role.

• Promote awareness of relevant training courses and development opportunities to others within the team.

• Attendance at relevant meetings with management and be responsible for cascading information to team as appropriate.

**Customer Service**to ensure customer care and quality of service.

• To provide excellent customer care through quality of service, dealing with complaints both efficiently and effectively, and understanding what Newmarket Open Door does.

• There is a requirement to fulfil any other agreed duties that may at times be reasonably required that meets the needs of the business. To report to the Chief Operating Officer any breaches of rules, acts of dishonesty, malpractice or corruption by any member of the public, visitor to the site or member of staff.

Please visit our website to find out more about what we do at;  
www.newmarketopendoor.org.uk

Job Types: Part-time, Permanent

Salary: £9.50 per hour

COVID-19 considerations:  
yes