JOB DESCRIPTION

Job Title: **Shop Manager**
Location: **Alfreton**
Reports to: **Retail Development Manager**
Salary: **£13.99 per hour**
Hours: **28-35 hours per week** (4-5 full days)
Start Date: **Estimated mid-February 2027** (TBC)

1. Purpose of the job

Reporting to the Retail Development Manager, the Shop Manager is responsible for the effective day-to-day management and overall performance of the shop.

The postholder will maximise sales and income, manage expenditure within agreed budgets, and recruit, lead, motivate and retain a team of committed volunteers and staff. They will ensure high standards of customer service, stock management, merchandising and shop presentation, whilst promoting the values and objectives of RSPCA Derby and the National RSPCA and ensuring compliance with organisational policies and procedures.

2. Overview of the role

The Shop Manager has overall responsibility for the successful operation of the shop, including:
• Achieving agreed sales, profit and income generation targets through effective stock management, pricing, merchandising and proactive stock sourcing.
• Managing shop expenditure and ensuring costs are controlled within agreed budgetary provisions.
• Recruiting, developing, motivating and retaining a team of competent and committed volunteers.
• Providing effective leadership and management of any staff team.
• Ensuring high standards of customer service, shop presentation, housekeeping and operational efficiency.
• Maintaining accurate financial and administrative records and ensuring compliance with relevant legislation and RSPCA Derby policies and procedures.
• Promoting the work of RSPCA Derby within the local community and identifying opportunities to increase income and raise awareness of the charity.

3. Principal Responsibilities

Shop Performance and Income Generation

• To take overall responsibility for achieving agreed sales, profit and income generation targets.
• To maximise sales through proactive stock generation, effective sourcing, optimum pricing, stock processing, rotation and space allocation.
• To identify and develop opportunities for additional income, including house collections, local partnerships, community activities and other stock-generating initiatives.
• To manage agreed stock collections and ensure these are organised effectively.
• To ensure stock is processed and displayed efficiently, maintaining appropriate stock density and maximising sales potential.
• To identify opportunities to improve shop performance and implement appropriate changes.
• To monitor sales performance and take action where necessary to ensure targets are achieved.
• To manage direct shop expenditure and control weekly expenses in line with agreed budgets.
• To assist the Retail Development Manager in the formulation of the annual shop plan and budget, and take responsibility for implementing and monitoring these.
• To manage and develop relationships with external valuers, auctioneers, jewellers and other relevant contacts to maximise the value of donated stock.

People Management and Development

• To recruit, induct, train, support and retain a motivated and effective team of volunteers.

• To provide leadership, direction and motivation, encouraging volunteers to take an active role in shop activities and the wider work of RSPCA Derby.
• To act as line manager to any Deputy Managers or other staff, providing appropriate supervision, regular 1-1s, support and development.
• To identify individual strengths, delegate responsibilities effectively and address training and development needs.
• To ensure staff and volunteers understand and follow relevant policies, procedures and safe working practices.
• To promote positive working relationships and effective communication within the shop team.
• To manage performance and address any concerns appropriately, seeking support from the Retail Development Manager where required.
• To foster an inclusive, supportive and positive working environment in which staff and volunteers feel valued.

Customer Service and Shop Presentation

• To maintain high standards of customer care through the provision of friendly, helpful and professional service.
• To deal with customer queries and complaints efficiently, effectively and in accordance with RSPCA Derby procedures.
• To ensure a high standard of merchandising, presentation, window displays and overall shop appearance.
• To maintain high standards of housekeeping, organisation and cleanliness throughout the shop.
• To ensure optimum pricing is achieved through effective assessment and presentation of donated goods.
• To promote Gift Aid and other income-generating initiatives.
• To promote the shop within the local community through in-store activities, events and other opportunities to raise awareness of RSPCA Derby.

Financial Management, Administration and Compliance

• To ensure minimum losses of stock and cash by following all banking, till and security procedures.
• To take responsibility for the security of the premises, stock, cash and other organisational property.
• To ensure all administrative and accounting duties are completed accurately and within agreed deadlines, including daily banking, income recording and management returns.
• To ensure accurate records are maintained and that all reporting requirements are met.
• To ensure compliance with all relevant legislation and RSPCA Derby policies and procedures, including Health and Safety, Trading Standards, Retail Law, employment requirements, VAT and other applicable financial and trading regulations.
• To promote and apply RSPCA Derby Health and Safety policies and procedures, ensuring staff and volunteers work safely.
• To ensure Gift Aid is promoted and administered accurately in accordance with the relevant procedures.
• To ensure shop opening and closing procedures are followed and agreed trading hours are strictly maintained.

Online Sales and New Initiatives

• To support and manage the shop's online sales operation where applicable, ensuring suitable stock is identified, listed, queries are answered and sold items are dispatched promptly.
• To support the implementation of new initiatives, systems and ways of working within the Retail Department.
• To identify opportunities to improve shop operations, increase income and develop more effective working practices.

Wider RSPCA Derby Responsibilities

• To promote the aims, values and work of RSPCA Derby and the National RSPCA through positive engagement with customers, volunteers and the local community.
• To use relevant campaign materials and information to educate the public and raise awareness of animal welfare issues and the work of the charity.

• To support fundraising activities and events that contribute to the wider income generation objectives of RSPCA Derby.
• To attend and contribute to management meetings, team meetings and development training as required.
• To work collaboratively with colleagues across the Retail Department and wider organisation.
• To undertake any other reasonable duties within the remit of the role as requested by the Retail Development Manager, Income Generation Manager or Trustees.

4. Additional information

• The postholder will be responsible for the day-to-day running of the shop and will be expected to take appropriate action to ensure its effective operation.
• On occasions, the postholder may be required to provide temporary cover at other RSPCA Derby retail locations to support operational requirements.
• The postholder may be required to work additional hours, including overtime, to support the needs of the shop and wider Retail Department.
• The postholder will be expected to work weekends and Bank Holidays as required.
• The postholder must be willing to support stock collections and other stock-generating activities where required.
• This job description is not exhaustive and may be amended following consultation to reflect the changing needs of the organisation.

Person Specification

	ESSENTIAL	DESIRABLE
EDUCATION AND TRAINING	• Good standard of secondary education. • Literate and numerate, with the ability to complete financial and administrative records accurately.	• Level 2 or above in Retail, Customer Service or a related subject. • Relevant management or leadership training.
EXPERIENCE	• Previous retail experience. • Experience in a supervisory or management role, with responsibility for leading or supporting a team. • Experience delivering good customer service. • Experience managing stock and working towards sales or performance targets. • Experience working as part of a team.	Minimum 2 years' experience in at least one of the following: • Charity retail. • Managing charity shop or retail outlet. • Managing and developing volunteers. • Fashion, furniture, homeware, soft furnishings or department store retail. Other relevant experience: • Experience managing online sales. • Organising house collections, stock generation activities or community fundraising. • Managing budgets and preparing business or operational plans. • Developing and delivering training for staff and volunteers.
SKILLS AND KNOWLEDGE	• Strong leadership skills, with the ability to motivate, develop and manage staff and volunteers. • Ability to recruit, train, support & retain volunteers. • Good interpersonal and communication skills, with the ability to communicate effectively with a wide range of people. • Ability to delegate effectively, recognise individual strengths and develop the skills of others. • Good planning, organisational and time management skills.	• Knowledge of Gift Aid procedures. • Knowledge of Retail Law, Trading Standards and Health & Safety legislation. • Awareness of Fire Safety responsibilities. • Strong visual merchandising and display skills. • Knowledge of stock valuation and pricing, including higher-value donated items.

	• Commercial awareness and the ability to identify opportunities to maximise sales and income. • Ability to monitor performance, interpret sales information and take appropriate action to achieve targets. • Good stock management, pricing and merchandising skills. • Ability to use initiative, make sound decisions and resolve problems effectively. • Customer-focused approach, with the ability to deal confidently and professionally with complaints and difficult situations. • Ability to manage budgets, control expenditure and maintain accurate financial records. • Competent in using tills, cash handling and banking procedures. • Understanding of Health and Safety responsibilities and safe working practices. • Competent in using computers and relevant office systems.	• Ability to develop effective relationships with external contacts and local businesses.
PHYSICAL REQUIRE-MENTS	• Able to undertake regular shop floor duties involving standing, walking, carrying and moving stock throughout the working day. • Able to spend prolonged periods standing and walking around the store and stockroom. • Able to bend, reach, stretch and work at varying heights when merchandising, displaying and processing stock. • Able to work safely within a busy retail environment.	
PERSONAL ATTRIBUTES	• Reliable, honest and trustworthy. • Excellent timekeeping and attendance. • Confident and approachable, with the ability to lead by example. • Positive attitude and willingness to embrace change and new ideas. • Proactive, self-motivated and results-oriented. • Flexible, adaptable and resilient. • Able to work independently and as part of a wider team. • Good sense of humour and a positive approach to working with others. • Willingness to learn and develop through training.	
SPECIAL CIRCUM-STANCES	• Weekend working essential. • Willingness to work Bank Holidays when required. • Willingness to work additional hours and overtime in own store when required. • Willingness to support and provide cover at other RSPCA Derby retail locations when required. • Commitment to RSPCA Derby values and animal welfare policies.	• Full UK driving licence and access to a vehicle. • Willingness to assist with stock collections and stock generation activities.