



Post Title: Shop Manager

Accountable to: Directors

Responsible for: Shop Volunteers

Contract: 6 months initial contract, with potential to extend. 2 days per week, Thursdays and Saturdays. 15 hours per week in total (including paid half hour lunch break each day), with some flexibility around school pick-up and drop off times if needed.

Rate of Pay: £20,590 full time equivalent, plus 5% pension.

Annual Leave: 25 per year, pro rata, plus bank holidays

Main Purpose of the job:

1. To oversee the successful management of the shop
2. To maintain the stock system and keep items up to date
3. To oversee shop volunteers, and ensure they are properly trained and supported

Key Responsibilities:

Sales and Profit

- Increase current sales to meet targets agreed with the Directors
- Ensure stock is priced appropriately in line with Rebuild ethos
- Devise and develop sales initiatives and merchandising areas to increase sales (such as 'build it kits' and themed areas)
- Provide content for social media posts on new stock (such as photographs and captions)
- Manage the shop eBay account for online selling
- Report monthly on sales to Directors

Shop Management

- Work with deliveries and collections team to keep shop and back of house areas tidy and compliant with health and safety guidelines and risk assessments
- Price all items and make sure pricing is clear for customers
- Make sure shop is open on time, and any closures are communicated well in advance.

- Provide a high level of customer service, including assisting customers with loading of materials, and giving more information about products.

Stock Management

- Make sure stock is of suitable quality for sale
- Maintain and update the stock management system in a timely manner (training will be given)
- Work with deliveries and collections team to enter new stock into the system, including taking pictures and working out prices

Volunteer Management

- Manage shop volunteers
- Work with Directors to make sure the shop has enough volunteers to cover opening hours and develop a shop rota.

Premises and Security

- Be the key holder of the shop during working hours
- Take responsibility for the shop takings, including safe storage

Training

- Undertake training as deemed necessary. This may include Health and safety, First Aid, Fire safety etc.
- Train volunteers as appropriate.

All staff will be expected to:

- Uphold Rebuild's values
- Demonstrate respect for others and value diversity and inclusion
- Act responsibly in regards to the health and safety of themselves and others, including reporting any accidents and maintenance issues as soon as they arise
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the company and maintain the highest professional standards at all times
- Demonstrate a flexible approach to their work.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder may perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.

What we're looking for:	Essential	Desirable
Good at communicating and working with lots of different people	✓	
Approachable, helpful and welcoming	✓	
Proactive, taking the initiative to improve things and try new ways of working	✓	
Able to work on their own and as part of a team	✓	
Dependable, and follows through on plans	✓	
Good at organising	✓	
Able to see mistakes as a learning opportunity rather than failure	✓	
Previous retail experience		✓
Working knowledge of building materials		✓
Working knowledge of stock management		✓
Awareness of Health and Safety issues		✓
Good numeracy and cash handling skills	✓	
Previous volunteer management experience		✓
Experience of working with customers and members of the public	✓	
Ability to lift and move heavy objects	✓	
Commitment to Rebuild values	✓	