



Marie Curie Job Description

Job title:	Retail Manager
Department	Retail
Location	North Shields Shop
Reports to:	Area or District Manager
Accountable To:	Divisional Manager

Job Purpose/Summary

This role is accountable for achieving sales within their store in accordance with the annual Retail sales budget. Using best charity retail practice, creative flair, and an ability to lead by example, the Retail Manager will enable their team to create an inviting shop which encourages sales and promotes excellent customer service.

Key relationships

- Customers/Donors
- Assistant Shop Manager
- Shop Volunteers
- Area or District Manager
- Divisional Manager
- Retail Operations Team (Swindon)
- Employed Van Driver
- Self Employed Collector
- Recycling Merchant staff

Accountabilities (Duties & Responsibilities)

Sales & Stock Generation

- To meet agreed sales targets and ensure that direct costs are kept to a minimum.
- To maximise sales by maintaining high standards of display and layout in the shop, ensuring that stock density is maintained, regular rotation of stock is carried out and that maximum realistic prices are obtained on donated items.
- Be pro-active in the generation of donated stock, managing donated goods efficiently and effectively, and minimise any stock loss.
- Ensure that donated stock is processed to the agreed standards, volumes and timescales.
- Ensure that stock is priced according to Charity guidelines.
- Ensure that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities.
- Maximise gift aid income from donated goods.
- Ensure that Bought in goods (BIG) are displayed and administered according to charity guidelines and minimise stock loss.
- Deal with customers and donors on all levels, ensuring that excellent customer service is provided at all times.

- Ensure the appropriate standards of cleanliness are maintained throughout the shop including the sales floor, stock processing area, offices and communal areas.
- Together with the Area or District Manager and their team, suggest and implement local initiatives to maximise sales and generate stock donations

Management of Staff and Volunteers

- Support the Area or District Manager in the recruitment of staff.
- Train, manage and support staff in their team as appropriate.
- Actively promote all principles of “The Difference Is You”.
- Recruit, train, manage and support volunteers, ensuring that there are sufficient volunteers to support the effective operation of the shop
- Ensure that their team working in the shop are aware of and follow Marie Curie’s Retail Operations Guidelines.
- Ensure that Health and Safety procedures are adhered to, and that all colleagues complete their mandatory training as required.
- To promote the overall harmony of the shop team, ensuring that everyone involved is kept informed of relevant information and developments including those concerning the work of Marie Curie.

Administration

- Ensure all financial reporting and management, cash handling, daily banking and security procedures are followed.
- Ensure all relevant administration is completed within the agreed timescales.

Other

- With their team promote and support Marie Curie campaigns to raise awareness of the charity’s activities according to guidance provided.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in any Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours.
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



**Marie Curie
Person Specification**

Job title: Retail Manager

Criteria	Essential	Desirable	How assessed
Skills / Abilities	Ability to communicate with tact and discretion Ability to motivate and influence others Good organisational skills Ability to prioritise workload, balancing competing demands Ability to work to deadlines Ability to make decisions within agreed parameters Ability to work to targets Ability to provide excellent customer service	Experience of managing a gift aid system for donated goods Experience of recruiting and working with groups of volunteers Training, coaching and mentoring skills	
Knowledge	Awareness of health and safety legislation		
Qualifications, training and education	Good general level of education, at least to GCSE standard or equivalent		
Experience	Comprehensive retail management experience preferably in fashion/clothing Proven line management experience Retailing/merchandising and display Experience of cash handling and financial management procedures (including completion of sales records)	Charity retail management experience	
Other requirements	Willing and able to work at other Marie Curie shops if required Willing to work to a flexible rota		

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities



Marie Curie Terms and conditions

Job title	Retail Manager
Salary scale	MC Retail Pay Scale Band 3
Annual leave entitlement	23 days (plus bank holidays)
Notice period	1 Month (after first six months service)
Working hours	35 hours per week
Disclosure Check	None

Other benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems