



Job Description

Position: Shop Manager

Responsible to: The HPWRT Treasurer overseeing Pier Information Centre & Shop

Responsibilities: The manager is expected to work 5 days per week including bank holidays, Thursday through to Monday, Applicants must be prepared to work at the current retail location 34 White Rock, Hastings, East Sussex.

Our Statement of Purpose is: To provide a Pier shop and information centre to the community which is effectively and efficiently managed in a customer friendly manner, in order to maximise retail profits, provide a useful community space and provide the highest level of income possible for the Hastings Pier & White Rock Trust to continue their goal of reopening Hastings Pier.

Hours of Work: 35 hours per week (between Thursday and Monday). Covering the core hours of 0930 through to 1730 with a one hour lunch break.

Main Duties and Responsibilities:

Customer Service:

- To ensure excellent customer service and promote good practice within the HPWRT information centre.
- Complaint Handling and Customer Service Feedback

Stock & Profit:

- Maintain regular book-keeping for the shop. Provide a weekly sales report via email to the Trustees.
- To use stock and present it to its best possible advantage and ensure that adequate stock is available at all times and in keeping with the good image of the Trust.
- To ensure Stock flow, both on and off the sales floor.
- To keep the stock storage clean and tidy and ensure regular stock takes are made.
- To control all store expenditure within the set budgets.
- To manage the petty cash policy.
- To achieve maximum sales and profit at all times.
- To maintain the correct level of stock density on the sales floor.
- To provide input to the pricing of the stock at a consistent level and at a level which will encourage maximum sales and profits
- To maintain a high standard of display, both in the window and inside the information centre, rotating stock within the window as necessary, working under the guidance of the Trustees responsible.



Suppliers:

- Manage the administrative aspects of supplier management. Ensure all prices reflect Trust commissions.
- Prepare the commissions once a month for each supplier and ensure cheques are raised by the Treasurer and sent out promptly.
- Liaise with suppliers to remove or replace stock as advised by the responsible Trustees.

Voluntary Staff:

- To create a happy working environment and to increase efficiency and job satisfaction creating good working relations with HPWRT trustees and volunteers.
- To manage the advertising, recruitment and training of new volunteers, developing all individuals to their maximum potential.
- Maintain confidential volunteer files, including the maintenance of a training record.
- Provide references for volunteers to future employers.
- Compile and organise a volunteer rota, ensuring that there are sufficient staff to maintain the shop and information centre including lunch breaks and holidays maintaining adequate levels of service.
- To dismiss volunteers in the event they are unreliable, dishonest, or deemed unsuitable to the role by behaving in such a way that contravenes Trust policies and the terms of engagement.
- Ensure that all volunteers are helpful, efficient and courteous when dealing with customer sales, donations or information.

PR

- To carry out special promotions in the shop, either when requested by Trustees, or when local events make a special promotion appropriate.
- .To carry out PR for Arthur Green including, leafleting, poster coordination, partnering with other businesses for specific promotions.

Adminstration:

- To complete all administrative paperwork, ensure financial data is provided to the Trust Treasurer on a weekly basis.
- To maintain a booking diary for community group events within the shop.
- To be responsible for sold article records, ensuring these are completed and relevant artist sellers are paid accordingly.
- To be ultimately responsible for cash handling, banking and associated administration, ensuring that all till operations are carried out in accordance with HPWRT polices and procedures.



Security

- To become familiar with the working of the alarm and regularly change the code to protect security of the shop, ensuring that the code information is available to Trustees at all times.
- To notify the Treasurer of Hastings Pier & White Rock Trust in the event of suspected theft or dishonesty by a member of staff, either paid or voluntary.
- To ensure that no unauthorised person is allowed to inspect the shop or to examine sales or other records.
- To keep collection boxes secure and emptied on a regular basis.
- To encourage staff not to bring valuables or large amounts of cash into the information centre, and to make sure that they keep their possessions in their allocated place
- To hold the keys of the information centre, inform the police of key holder's names, and make sure that the centre premises are secure whenever they are left unattended.
- To ensure that all sales are properly accounted for.
- To notify local police and Trustees in the event of a break-in, shop lifting incident, (whether or not the culprit is apprehended), or any other event which may result in an insurance claim.
- To ensure that only Trustees have access to examine the centre or to inspect sales or other records.

General:

- To keep fire exits clear, and comply with all regulations regarding Health and Safety Policy.
- To maintain an accident book, first aid box, fire alarm test log and to ensure that fire extinguishers are accessible and in working order.
- To inform the Trust of any potential hazards to customers and staff within the information centre and immediately outside.
- Alert the Trust of any maintenance issues swiftly.
- Maintain a good standard of housekeeping creating an environment that is both pleasant and safe for customers and shop staff.
- To develop an adequate knowledge about Hastings tourism and the history of the Pier, training will be given so that you can become an advocate and perform the role of HPWRT guide to create a unique customer experience.
- To be able to take additional responsibilities when the need arises and fulfil whatever mutually agreed additional duties are deemed necessary.
- The post holder is expected to work to further the mission of the Trust and to comply with the Trusts policies and procedures.



Person Specification

ESSENTIAL Criteria:

Experience

- Previous shop experience gained in a retail/customer centric environment
- Previous people management skills with performance management and teamwork within the last five years
- Previous experience of communicating with a diverse workforce and customer base

Knowledge & Skills

- Ability to motivate, inspire and work as part of a team Strong communicator with ability to deliver team messages, deal with customer issues and resolve problems with firmness and fairness
- Ability to prioritize and delegate tasks
- Literate and numerate.
- Good administrative and organisational skills.
- Ability to undertake banking tasks, keep basic records. Ability to understand and interpret financial information to manage shop performance outcomes
- Organise resources in a busy environment.
- The ability to recognise the importance of attractive presentation to generate income.
- 4 O/GCSE levels or professional qualification in sales and marketing or 5 years experience in the retail sector
- Microsoft Excel and Word pro-efficient
- Basic knowledge of Health & Safety and Fire regulations and ability to identify potential risks

Requirements

- Flexible approach to work required. Occasional requirement to work additional days to cover holidays and sickness or participate in trading outside of normal shop hours e.g. shop events.
- Processing stock deliveries regularly requires carrying and moving heavy stock.
- Essential to undertake reasonable lifting duties.
- On occasions may be required to work on own within shop in accordance to the Lone Working Policy

DESIRABLE Experience

- Previous experience in managing a voluntary shop and volunteers
- Previous Shop Managerial Experience
- Clean Full Driving Licence
- French speaking skills

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