

**Store Manager**

**Job Description**

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| **Location:** | Letchworth or Hemel Hempstead with some travel to St. Albans |
| **Reporting to:** | Business Development Manager |
| **Responsible for:** | Selected teams of Companions and volunteers |
| **Working hours:** | Full time but flexible – working 40hrs per week Monday to Sunday 9.00am – 6.00pm |

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| **Overall Purpose of the role:** |

To develop and lead a team of Companions and volunteers to successfully deliver social enterprise trading activities in store. To ensure efficient operations and excellent customer service across all activities, alongside maximising sales and controlling costs. Reporting to the Business Development Manager, this role will involve working with senior management and stakeholders to continually improve and develop the store while ensuring a culture of inclusivity, coaching and development for our companions and volunteers.

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| **Main Duties and Responsibilities:**  |

**Store Management**

* Achieve targets by maximising sales and minimising costs.
* Actively promote Gift Aid within the shop and manage the Gift Aid process in store to HMRC requirements.
* Maintain a high level of commercial awareness by staying informed of sales trends, stock position and local competition. Create and maintain a high standard of visual merchandising throughout the store and window displays.
* Promote donations and house clearances and ensure there are sufficient levels of stock to achieve sales targets.
* Accept, sort, clean and price donated goods in accordance with our price guides and standard operating procedures.
* Maintain stock control, ensure stock is rotated regularly and communicate with other stores and ecommerce for sourcing and redistributing stock.
* In conjunction with the logistics and house clearance managers, ensure there is adequate stock for your store at all times. Liaise with colleagues to transfer goods to other shops following the appropriate policies and procedures.
* Ensure all items offered for sale are fit for sale, comply with legislation, and undergo relevant function and safety checks.
* Ensure that shops administrative and financial procedures are followed including daily banking, daily and weekly paperwork, maintenance of petty cash, performance reports and staff and volunteer records. Ensure security of cash, stock, and premises, reporting any cash or stock shortfalls to the relevant parties.
* Support the delivery of solidarity activity including the Household Support Scheme and annual appeals.
* Organise external events throughout the year which encourage the participation of customers, supporters, and local stakeholders.

**People Management**

* Lead the recruitment, induction, training, development, and support for your volunteers, enhancing local links with sources of volunteers.
* Ensure appropriate companion and volunteer capacity and availability to meet all operational needs.
* Enable the participation, progression and achievement of companions and volunteers, through ongoing training, support, and skills development so they have a positive and rewarding experience. This includes prioritising and allocating jobs and tasks to specific companions and volunteers to ensure they are empowered and achieve a sense of ownership.
* Liaise with the support team to facilitate the development of companions and ensure their safety and wellbeing.

**Sustainability**

* Manage any recycling activities for your store, ensuring the correct controls and procedures are in place and being followed to minimise waste and maximise income.
* Liaising with the logistics team, arrange regular disposal of any unsaleable goods, focusing on diverting as much as possible from landfill
* Seek out new ways to improve the environmental impact of the organisation, advising the Business Development Manager of opportunities.

**General**

* Train, supervise and co-ordinate Companions and Volunteers in their work within the Social Enterprise operation.
* Develop and foster a team environment based on respect and mutual support to achieve the team goals; lead and teach teamwork by example.
* Play an active part in the Social Enterprise as a whole, liaising with other shop managers and operations team to ensure the business as a whole operates effectively.
* Carry out regular risk assessments and ensure all operations comply with the law and are always administered safely and effectively.
* Ensure Emmaus policies and procedures are strictly adhered to
* Carry out any other duties to support Emmaus Hertfordshire as reasonably requested.

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| **Other** |

Emmaus Hertfordshire currently runs its business operations six days a week, Monday to Saturday, with some retail outlets open on a Sunday. Days and hours of work will be agreed with the line manager as is appropriate with your role and responsibilities. A degree of flexibility is essential.

Emmaus works with vulnerable people. Staff and Volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles within Emmaus Hertfordshire are subject to enhanced DBS checks.

The post holder must always act in a way which will maintain the good reputation of Emmaus Hertfordshire, upholding the policies and procedures of Emmaus. The post holder will strive to preserve good working relationships with Staff, Volunteers, Companions and the Trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community.

The post holder should develop and maintain a positive and involved relationship with the Emmaus movement at local, regional, national and international levels.

You should carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound ‘value for money’ principles in undertaking purchasing or supply of goods and services.

In Emmaus, Volunteers are an important resource and make a vital contribution to Emmaus’s aim to take action to help disadvantaged people. You will be expected to encourage, develop and support Volunteer involvement in our work.