



Job Description & Personnel Specification

**Shop Manager, Lurgan Boutique Shop
34b Market Square Lurgan**

Full Time, Permanent role



Title of Post: Shop Manager
Location: 34b Market Square, Lurgan
Hours: 35 hours per week
Reports to: Retail Operations Manager
Salary: NJC Points 4-6: £18,426 - £19,171

In addition to a competitive salary, Action Cancer offer the Total Reward Package – see Page 7 - which focuses on what our staff value, and includes a flexible mix of rewards designed to meet staff needs, their lifestyle, and their stage in life, including a time-off-in-lieu accrual system, training, flexible family-friendly working arrangements, pension contributions, and excellent professional development opportunities.

Action Cancer is a local Northern Ireland charity - all our money is raised to provide services for local communities. Our dedicated team of staff and volunteers work across the whole of Northern Ireland helping to save lives and support people affected by cancer. To operate our services, we must raise circa £4 million every year.

We provide early detection and health promotion services, and counselling and support services for cancer patients and their families, thereby making a real difference to people who are affected by or living with cancer.

Action Cancer staff - a mix of highly skilled professionals - are the most valuable asset to our charity. We offer a wide variety of training and development opportunities, and family friendly initiatives to enhance work-life balance, and to value and support individuals and family life. In recognition of this we were Winners of the 2019 Workplace Wellbeing Award at the Irish News Workplace & Employment Awards, and were also awarded Employer of the Year 2018 - Business Eye and First Trust Awards, Best Learning and Development Organisation in Ireland - Not for Profit Sector, and were winners of The Irish News 'Best Place to Work' Award, Employers for Childcare "Childcare Works Award" and Employers for Childcare Family Friendly Employer Award - Social Enterprise/Charity of the Year.

We are also very proud to have achieved Investors in People Gold Champion status, Investors in People Health & Wellbeing Good Practice accreditation, and Investors in Volunteers accreditation. These awards are testament to our continued commitment to "have highly valued, trained, enthusiastic, focused and committed people who work together and engage with others to make a positive impact on our community".



Employees of Action Cancer must support its Mission, Values and Behaviours:



Values and Behaviours:

Our strengths are that we are a Values driven charity with people being at the very centre of everything we do. Our services are proven to make a difference, we are a Northern Ireland charity run and controlled by local people, raising money, spending money, and supporting people only here in Northern Ireland.

We have three stated Values which are supported by seven expected behaviours.

Value 1: Putting People First - People are at the centre of everything we do.

Value 2: Making a Difference - Having a positive impact on everything we do.

Value 3: Being Accountable – With integrity , being clear, open and honest about everything we do.

Our Values are supported by seven **Behaviours**. We Will...

1. treat people with respect, care, dignity and consideration.
2. listen, hear and respond positively to what people say.
3. work together, supporting, adding value, learning from and sharing with others.
4. embrace and develop new ideas and ways of working.
5. nurture, support, develop and equip our people to reach their full potential
6. learn from the past, build upon and celebrate our success.
7. welcome scrutiny and examination, taking ownership and responsibility for our actions.

Action Cancer Lurgan Boutique Shop

Action Cancer have 15 clothing, furniture, and specialist stores across Northern Ireland, manned by a dedicated team of staff and volunteers, who raise money from donations of pre-loved items to help fund our breast screening, counselling, complementary therapy and health promotion services, thereby helping to save lives and support people affected by cancer in our local communities.

Our boutique clothing stores offer an exceptional shopping experience at great prices and are home to some fabulous pre-loved clothing and accessories. They are the perfect stop for every fashion conscious shopper looking for that one off piece, and with new donations arriving every day there is always something for everyone.

Lurgan Boutique Shop Manager Job Description

Overall Responsibility

To take responsibility for the effective management of the shop under standards set by the Retail Operations Manager.

Main Areas of Responsibility:

Sales

1. To meet set shop targets by increasing shop sales.
2. To sort and select appropriate items for sale from donated goods and maintain correct level, quality and rotation of stock.
3. To ensure a high standard of presentation, display and pricing of stock according to Action Cancer's retail standards.
4. To monitor and check the security of stock on the shop floor and stock room, and to report any irregularities to the Retail Operations Manager.
5. To ensure adequate stock levels by proactively sourcing stock in local area.
6. To ensure that the shop, stock room, and other facilities are clean, tidy and safe at all times.

Gift Aid

1. Promote donor sign-ups for Gift Aid and input all Gift Aid donors' personal details to ensure data protection and accuracy.
2. Process Gift Aid items with correct individual donor details and price accordingly

Financial Administration

1. To implement and maintain financial procedures as set by the Retail Operations Manager.
2. To take full responsibility for the shops administration and accounting procedure, including till operations, daily banking and weekly accounts.
3. To address and report any financial irregularities that may arise in the shop.

Volunteers

1. To take full responsibility for the recruitment, management, and training of sufficient volunteers to enable the shop to run efficiently.

2. To implement an effective rota system to ensure that the shop is covered and trading in the manager's absence.
3. To arrange regular meetings with volunteers to pass on information.

Information Service

1. To provide, maintain and update the information service, as established by Action Cancer.
2. To instruct volunteers in the provision and maintenance of the information service.

Health and Safety

1. To ensure that the workplace for which the post-holder is responsible is maintained appropriately and in accordance with Action Cancer's Health and Safety Policy and relevant Health and Safety Legislation.
2. To ensure that all volunteers are trained in all aspects of Health and Safety.
3. To complete relevant Health and Safety checklists as instructed by the Retail Operations Manager.

Other Requirements

1. To observe equality of opportunity in all areas of the day-to-day work for which the post-holder has responsibility.
2. To compulsorily attend monthly shop management meetings and to undertake training as agreed with the Retail Operations Manager.
3. To actively participate in the implementation of the Annual Performance Review System and any assessments.
4. To provide cover for other Action Cancer shops as requested by the Retail Operations Manager.
5. To undertake any other duties which may from time to time be requested by the Retail Operations Manager, which are commensurate with the duties and responsibilities of the post.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.

General Responsibilities

Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact with in a courteous and respectful manner.

All staff must comply with Action Cancer's No Smoking Policy on Action Cancer Premises and also while on duty for the charity.

All duties are carried out in compliance with Action Cancer's Health and Safety Policy and Statutory requirements.

Action Cancer is an Equal Opportunities Employer. You are required to adhere to Action Cancer's Equal Opportunities Policy throughout the course of employment.

All staff must comply with Action Cancer GDPR Policy and Procedures.

To ensure the ongoing confidence of the public in the staff of Action Cancer, staff must ensure they maintain the high standards of personal accountability.

PERSONNEL SPECIFICATION

Essential Requirements

1. Relevant management experience in a retail sales environment.¹
2. Experience of working within and achieving income and expenditure budgets.
3. Strong and positive leadership skills including the ability to motivate and to delegate.
4. Excellent organisational skills including the ability to prioritise and manage workload, multi-task and work to deadlines.
5. Excellent communication and interpersonal skills
6. Ability to work under pressure using own initiative as required
7. Positive and flexible approach.
8. Be able to undertake manual lifting and handling duties.
9. Have access to the use of a car or some other appropriate form of transport to carry out the duties of the post including travelling for training purposes and meetings when required - a full, current driving licence with business insurance is required when using own car for business purposes.
10. Must be prepared to work 5 out of 6 days including Saturday (excluding Sunday).

Desirable Requirements

1. Six month's relevant management experience in a retail sales environment.
2. Relevant management experience in a fashion or clothing retail sales environment.
3. Experience of working with volunteers in a retail environment.
4. Computer literate with a working knowledge of MS Office (Word, Excel, Outlook, Internet)
5. Gift Aid experience

Terms and Conditions of Employment

- All offers of employment are subject to receipt of 2 satisfactory references from referees who can comment on your work ability. One referee should be your current or most recent employer, and one from a previous employer.
- Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other forms of ID that will be outlined if no passport is available.
- 6 months' probationary period
- Evidence of relevant qualifications
- All potential employees may be asked to attend a pre-employment medical

Action Cancer is an Equal Opportunities employer, and are proud to have achieved Investors in Volunteers accreditation.

¹ Manager, Assistant Manager, Deputy Manager, Acting Manager, Department/Concession Manager, Supervisor.
20.1.02

Appendix 1: Action Cancer Total Reward Statement

TRAINING AND DEVELOPMENT

- Organisation Wide Training Budget
- Paid Tailored Training and Development Support
- Comprehensive In-House Training Courses and External Development Opportunities linked to Role, Strategic Plan, Individual Requests, and Competencies
- Comprehensive Induction Programme
- One to One Coaching & Mentoring
- Personal Job Plans, Development Plans, and Ongoing Supervision
- Continued Professional Development Support
- Structured Interim and Annual Performance Reviews
- Regular Teambuilding and Staff Away Days
- Cross Departmental Working Opportunities
- Overseas Challenge Opportunities

WORK LIFE BALANCE

- Standard 35 hour working week
- Staggered start times
- Up to 25 days annual leave and 12 annual statutory days
- Flexible working (home working, compressed and reduced working hours)
- Fixed Christmas closure
- Time Off In Lieu (TOIL) in compensation of additional hours worked
- Career breaks
- Discretionary leave
- Family Friendly Policies
- People Friendly Policies
- Christmas Family Party

SOCIAL, PHYSICAL AND MENTAL HEALTH WELLBEING

- Therapeutic Supports - Counselling, Complementary Therapy, Acupuncture
- External staff care and support sServices
- External Occupational Health Service
- Health Checks, Screening and Flu Vaccinations
- Regular Staff Health and Wellbeing Surveys
- WPA - NHS Cash Back Plan
- Financial Workshops
- Mediation Services
- Subsidised Christmas Departmental Celebrations
- Staff Pool Car

FINANCIAL REWARD AND RECOGNITION

- Sector Competitive Salaries
- Enhanced Sick, Maternity, Paternity and Adoption Pay
- 6% Contributory Pension Scheme
- Work Related Professional Membership Fees Paid
- Salary Sacrifice for Pension, Childcare, Bus Travel, and Bike to Work Schemes
- Celebration of Individual and Team Success
- Mileage Allowance at the Prevailing HMRC Rate
- Clear Policies and Procedures
- Enhanced Paid Annual Leave
- Additional Day Paid Leave at Christmas and at 10,15,and 20 Years' Service
- Free Parking