Job Description

Job Title: Community Shop Manager Designate

Responsible to: Business Development Manager

Responsible for: Deputy Community Shop Manager (if applicable) and Volunteers

Job Purpose:

Acorns has a network of shops and superstores across the West Midlands. Our shops generate a substantial level of income and goodwill, enabling us to care for children and their families. (please note *shop" covers both Community Shops and Superstores)

Our focus is on empowering volunteers to maximise their potential within our shops. The Community Shop Manager Designate will develop the knowledge, confidence and leadership skills needed to manage an Acorns shop successfully. Working flexibly across the retail network, the post holder will support shops, provide management cover and take responsibility for an allocated shop or assignment, making local decisions to drive performance, encourage volunteer and donor support, and maximise every appropriate sales opportunity.

This role supports Acorns retail growth and succession plans by preparing the postholder to move into a permanent Community Shop Manager vacancy when a suitable opportunity becomes available. Until then, the post holder may be assigned to different shops, including temporary management cover, project support, new-shop preparation or performance improvement activity. Assignments will be agreed according to business need, development priorities and reasonable travel requirements.

Main Duties:

Key Objectives

- To maximise a shop's financial contribution to support the work of Acorns
- To represent Acorns in the community
- To manage a shop that is safe, clean, happy, vibrant within a supportive environment
- To encourage donations, volunteer contribution and customer purchases from the local community
- To implement our required working practices and policies

Maximising Income and Profitability

- Take an entrepreneurial approach to generating income within your shop, and take every step to maximise available opportunities to grow donated sales and gift aid
- Strive to beat your agreed target for donated sales and gift aid
- Create an exciting shop floor experience that makes Acorns stand out from our competitors

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- Make local decisions about the quality of stock, levels of pricing and style of merchandising, leading a team of volunteers to uphold these standards
- Maximise income from gift aid by utilising robust systems and processes. Inspire volunteers to grow donor sign-ups and process gift aid stock efficiently
- Review sales reports from the EPOS system, analyse and make decisions based on the data and trends these reports show
- Ensure that the shop is open during set trading hours
- Control shop expenses and costs
- Work closely with your Business Development Manager to ensure that they are up to date with the activity of the shop, and are therefore able to fully support you to achieve your shop's targets

Leading People

- Provide inspired leadership and motivation for a team of volunteers. Maximise the potential of every individual within your shop by understanding their skills and experiences, and utilising them to reach their full potential
- Develop, and then work to localised structures and systems that are easy for volunteers to perform within and maximise the impact they can have within the shop. Train volunteers within these systems
- Grow and develop volunteers, including any appropriate 'Key Volunteers' to take responsibility for different departments and shop activities
- Connect volunteers to the work of Acorns Children's Hospice so they fully understand that their contribution is recognised and appreciated
- Set a high standard for customer service, and manage the team to achieve this
- If applicable, develop a good working relationship, providing a high level of support and management for the Deputy Manager (for example using appraisals, regular 1:2:1s and performance management)
- Identify potentially difficult situations, such as conflict between team members and, with support from your Business Development or Retail Support Managers, manage these situations in line with Acorns policies

Community Impact

- Firmly embed your shop into the fabric of the local community by being proactive in assessing opportunities within the community for the shop to get involved in
- Plan and develop internal and external events to grow the profile of the shop within the local community
- Become a beacon of the local community and develop a network of organisations, clubs and societies who can aid our cause
- Drive volunteer recruitment within the local community to maximise the number of people who volunteer within your shop
- Source donated stock, ideally with gift aid, from the local community, with focus on the key product lines that maximise income
- Develop local donation schemes within the community ensuring recruitment and management of a team of volunteers to service these schemes
- Ensure that shop windows, posters and chalk board communicate with the local community and help to promote your shop's volunteer, donor or customer messages
- Work with the partnerships team to ensure that corporate supporters are engaged to maximise all opportunities

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Flexibility, Development and Shop Support:

- Support shop openings, relocations, refits, improvement plans and other retail projects where required.
- Build effective working relationships with Business Development Managers, shop colleagues, volunteers and support teams, sharing good practice across the network.
- Complete an agreed development plan, actively seek feedback and demonstrate readiness to progress into a permanent Community Shop Manager position.
- Provide planned and short-notice management cover where reasonably required, protecting safe operation, customer service and income generation.
- Work flexibly across the retail shop network, taking responsibility for an allocated shop or assignment and adapting quickly to different teams, communities and operating needs.

Other Duties:

- To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
- To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- To actively participate in an annual performance and development review and any training and development identified to further enhance your role with Acorns.
- To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
- Implement systems and processes ensuring compliance with Acorns policies and procedures including financial management, complaints, safeguarding, welfare and Health & Safety
- Complete necessary paperwork to comply with our policies and keep the shop safe and legal.
- To be familiar with the Health and Safety and Fire policies for the organisation and to attend mandatory updates where required.
- Be available to work in other shops on occasion to cover sickness and absence
- To undertake any other reasonable duties as requested by the line manager.

This job description is intended as a guide to the range of duties covered and it should not be regarded as inflexible. There is a mutual obligation to modify the approach to the role of a Community Shop Manager Designate when changes in the work situation occur. If there is anything you need help with clarifying or understanding, then please seek the support of your Business Development Manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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Person Specification: Community Shop Manager Designate

	Essential	Desirable
Qualifications	> Good standard of general education including English and Maths	
Experience	> Proven experience of leading a team of people > Proven experience of motivating and developing people to achieve their potential. > Experience of delegating responsibility to team members and understanding management role in delegation. > Proven experience of leading and inspiring a team to exceed targets > Proven experience as a clear and positive verbal communicator. > Proven experience of taking on board team members opinions when making decisions. > Proven problem solver who can manage conflicting priorities and achieves positive outcomes. > Experience using Microsoft Office programmes, email, use the internet, and confident doing so. > Experience in dealing with the public > Experience of adapting to changing priorities, teams or work locations. > Evidence of learning from feedback and applying learning in practice.	> Experience of working with volunteers. > Experience of taking an entrepreneurial approach to retailing by maximising every opportunity available. > Experience of producing basic financial reports, and of making decisions based on the data these contain.
Skills and Abilities	> The role involves significant levels of manual handling. > Self-motivated, with an enthusiastic approach to work. > Driven by making money in the shop, and ability to inspire a team to exceed targets. > Willingness to take on new challenges, to learn, grow and develop within a role. > Desire and passion for the vision and values of Acorns Children's Hospice. > The ability to travel independently throughout the organisation, to cover shops and attend Area Meetings > Belief that equality and inclusion improves the working environment. > Able to work flexibly across different shops and establish credibility quickly with staff and volunteer teams. > Able to travel independently across the Acorns retail network, sometimes at short notice.	> Working knowledge of Health and Safety regulations and procedures. > Live within the local community
Other	> Some weekend and Bank Holiday working is essential as part of the role	
Behaviours	> Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Retail and Acorns strategy & its success	

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Terms and Conditions of Employment

Job Title:	Community Shop Manager Designate
Responsible to:	Business Development Manager
Location:	Field based across the Acorns retail shop network
Salary:	£27,885 per annum
Notice:	1 week during 26-week probation period 8 weeks thereafter
Hours:	37.5 hours per week
Holidays:	28 days (210 hours) including public holidays, rising to 30 days (225 hours) after 2 years' service and 31 days (232.5 hours) after 5 years' service
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee/Health & Safety Handbook which must be read and observed.

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