



## **JOB DESCRIPTION**

**Job Title:** Shop Manager

**Reporting to:** Community Services Manager

**Responsible for:** To manage the retail outlet, thereby providing a work experience training project with volunteer support for adults and young people with learning difficulties in East Hertfordshire.

**Location:** 3-5 Cross Street Ware SG12 7AH

### **STATEMENT OF PURPOSE:**

Guideposts exist to provide services to meet individual needs so that each person has the opportunity to fulfil their aspirations and maximise their potential. We seek to achieve excellence in our work and lead the way in researching, delivering and disseminating good practice.

### **PURPOSE OF ROLE**

Take responsibility for the day to day running of the shop on operational and client matters, ensuring the effective running of the service.

To achieve the operation of a viable business venture to enable continuation of the shop project in the longer term.

To provide support and learning opportunities to individual service users.

### **KEY ACCOUNTABILITIES**

- To handle the day-to-day aspects of the shop's finances in accordance with the trusts financial policies and procedures.
- Promote the service within the local community and beyond to potential new service users, their supporters and other stakeholders.
- Have a clear overview of relationships with all individuals who we support.

- Handle complaints to the service, including monitoring and escalating where appropriate.
- Communicate regularly with individuals that we support and their families and social workers.
- Promote the service internally and externally.
- Lead on processing new referrals to the service.
- Lead team meetings, and undertake staff and volunteer supervision.
- Assist in recruitment and induction of staff and volunteers.
- Be responsible for Health and Safety within the team/location .
- Assisting with and carrying out internal audits inline with the Quality framework.
- Report on quality and regulatory monitoring requirements.
- Acts with professionalism and discretion where appropriate in communication with all staff and clients, and encourages others to do so.
- Assist in service development.
- Working in partnership offering support where needed with other Guideposts community based services to ensure synergy across services.

## **RESPONSIBILITIES**

- Manage the day to day shop finances and ensure financial procedures are adhered to. Including Banking, ordering & purchasing.
- Develop work and life skills of the students on placement in accordance to Guideposts learning and training policy.
- Administer client registers and invoicing.
- Carry out risk assessments on service users and staff as relevant.
- Supervise, appraise and develop staff.
- Compile staff / student and volunteer rotas
- Leave/Sickness/Pay administration.
- Responsible for overseeing client transport arrangements where appropriate.
- Carry out regular communications with families to keep informed of service updates.
- Monitor and update (where necessary) service related records (client records and contact details, IPs, meeting notes etc.)
- Ensures equal treatment of all staff and clients, monitoring, recording and reporting, where necessary, any concerns.

## **KEY COMPETENCIES**

- Retail experience
- Understanding of business development
- Good at mentoring and developing others
- Good communicator at all levels.
- Able to handle difficult situations

- Takes initiative and is enthusiastic
- Problem solver
- Able to interpret information and draw conclusions
- Good line management skills.
- Good financial and budgeting skills
- Excellent interpersonal skills
- Respects confidentiality and boundaries at work in relation to both staff and service users.

## QUALIFICATIONS/SKILLS

	Essential	Desirable
<b>CRB</b>	✓	
<b>Retail / Business experience</b>	✓	
<b>QCF/NVQ level 3</b>	✓	
<b>Line Management Training</b>	✓	
<b>IT Literate</b>	✓	
<b>Finance</b>	✓	
<b>QCF/NVQ level 4</b>		✓

## OTHER DETAILS

Hours of work: 24.5 hours per week - 4 days

All staff have a responsibility to look after the Health and safety not only of those people who use our services but for themselves and their colleagues and should follow Guideposts Health and Safety Policy and Procedures.

All staff are ambassadors for Guideposts and as such may be required from time to time to assist managers and fundraising in the promotion of Guidepost and its work.

Guideposts is an Equal Opportunities employer

This job description is not exhaustive, but is provided to assist the post holder to know and understand the main duties of their role. It may be amended from time to time in discussion with the post holder.