

Person Specification



Job Title: Shop Manager

Department: Retail

Location: Wellesbourne

Responsible to: Area Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications	Educated to GCSE standard or equivalent.	Retail or customer service qualifications/Training (e.g. NVQ Retail).
Previous Experience	Experience of dealing with customers and providing excellent customer care. Knowledge of selling and merchandising. Experience of working in a retail environment. Experience of working with financial targets.	Experience of recruiting, managing, and motivating a team. Experience of recruiting and managing volunteers. Experience of working in a not for profit organisation.
Skills and Attributes	Organisational and prioritising skills. Ability to work independently and as part of a team. Numerate with the ability to calculate figures and competently undertake administration. Ability to motivate self and others. Resilience. Professional. Creative.	Possess an interest / awareness in fashion trends. Proactive and able to use initiative to determine appropriate actions to drive sales.

Other	Must be mobile throughout the catchment area of the hospice. Must be flexible if change of base location is required at short notice. Willing to work a Saturdays (minimum three out of four), Bank Holidays and Sundays as required. Willing to act as a key holder. Able to lift heavy and/or bulky items.	Clean driving licence. Access to own transport.