

Store Manager



About the role

A pivotal role to lead one of our Retail Stores and Teams.

We'd love you to

- Achieve profit targets by maximising sales and minimising costs.
 - Ensure that the high standard of service to customers that is expected by Mencap is maintained at all times.
 - Maintain a high standard of presentation, both in the windows and the interior of the Store.
 - Actively encourage the public to donate saleable stock and achieve the required Gift Aid (GA) conversion rates and to manage the GA process.
 - Ensure there is adequate flow of stock from the stock room to the shop floor.
 - Ensure there is always adequate stock available on the shop floor, on all key lines.
 - Select and price stock at a consistent level in accordance with Mencap's price guides.
 - Rotate stock daily so that no items of stock remain on the shop floor for any longer than the agreed time limits.
- Provide training, development, work reviews and appraisals for paid staff to enable them to perform their jobs efficiently and effectively.
 - Create an organised and pleasant working environment for staff and volunteers.
 - Actively recruit the correct/specified number of volunteers to deliver the stores objectives and KPI's.
 - Provide a safe environment that protects all staff/volunteers, and the public.
 - Comply with all Health and Safety (H&S) regulations as per Mencap's H&S policy.

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"Listening, supporting and including one another is a vital part of working in our team."

Dean

Store Manager continued...



About you

Passionate about people results and making change.

We'd love you to bring...

- An awareness of fashion and retail trends and how to relate these to capitalise on income.
- An awareness of how to identify and develop the market potential of donated stock, in relation to product, quality and value of items.
- Any experience work working within fashion retail, floor layouts, merchandising, customer service working in a team environment, basic IT and administration.
- Able to meet the needs to customers on a face-to-face basis, in order to generate sales and increase customer usage of the shop.
- Able to initiate, develop and accept new ideas to generate income within a short time frame.
- Able to recognise the unique potential that individuals from differing backgrounds, experiences and perspectives bring to Mencap.
- Able to plan, organise, prioritise, delegate and review varying work of volunteers/paid staff.
- Supervisory experience, preferably in a retail environment.

We'd also love you to....

- Have a flexible approach to working hours and days including working Saturdays, Sundays and Bank Holidays as appropriate, and when required.
- Be able to travel to meetings, training events, etc. This will include occasional long distances and overnight stays (expenses will be paid).
- Be aware there will be a need to lift, on a frequent basis, items of various sizes and weights.
- Complete a DBS (Criminal Record) check

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Who you will be working with

People with a learning disability their families, friends and carers

Area Business Managers

Store Assistants / Assistant Managers

Store Volunteers

Internal support teams such as HR or Personal Services



▶ **Click here to listen to what our colleagues think**

Mencap's values and how they apply to this role

We are
Passionate
about making
the world a
better place

You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are
Inclusive
of everyone

You will be inclusive by making sure that your services support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard and different views listened to

We are
Brave
we challenge
and try new
things

You will be brave by encouraging people to have big ideas about what would make their service/team the best place to work and you will test things out and learn from mistakes

We are
Positive
in our work
and with each
other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are
Kind
to everyone

You will be kind and considerate in all of your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work