

Person Specification

Post:	Shop Manager
Department:	Retail

	Essential Criteria	Desirable Criteria
Education/ Training	<p>Good general education</p> <p>NVQ level 2 in Retail Management (or equivalent) or a willingness to work towards qualification</p>	
Knowledge/ Skills/ Ability	<p>Candidates will need to show evidence of the following:</p> <ul style="list-style-type: none"> • Excellent communication skills, written and verbal • Excellent planning and administration skills • Ability to work independently and on own initiative • Ability to motivate others, delegate work and explain ideas • Ability to work in a diverse team with staff and volunteers • Numerate with the ability to analyse financial data • IT literate with knowledge of Microsoft Outlook, Word and Excel • Problem-solving skills • Creativity 	<p>Knowledge of EPOS/ Cyber till programmes</p> <p>Ability to recognise stock potential to generate income</p> <p>Basic knowledge of health and safety Inc. fire regulations with the ability to identify potential risk</p> <p>Knowledge of Gift Aid</p>
Background/ Record of Achievement	<p>Retail experience</p> <p>Experience in training and managing staff and/or volunteers</p> <p>Achieving sales targets</p>	<p>Experience of working with volunteers or as a volunteer</p> <p>Experience in Charity Retail</p>
Qualities/ Attributes	<p>The post holder should be able to work under his/her own initiative and under pressure to meet the physical and administrative demands of this role.</p> <p>A flexible and helpful manner should be demonstrated at all times.</p> <p>Prepared to be hands-on, leading by example.</p> <p>Empathy with the work of St Nicholas Hospice Care</p> <p>Flexible</p> <p>Perseverance</p>	
Other Requirements	<p>Willingness to travel to team meetings or to provide cover at other Retail shops, as and when required.</p>	<p>Full current driving licence with ability and willingness to use own vehicle.</p>