

SELECTION CRITERIA

POST: Charity Shop Manager
DEPARTMENT: LOROS Enterprises

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	<ul style="list-style-type: none"> • Good standard of education which should include GCSE grades A to C, (Grades 4 to 9) in English and Maths or equivalent. 	<ul style="list-style-type: none"> • City and Guilds Award Certificate/Diploma in Retail Skills • BTEC Level 3 in Retail Management • Visual Merchandising 	<p>Application</p> <p>Certificates</p> <p>Courses Attended</p>
Skills / Abilities	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Ability to work to shop budgets • Commercial decision making through analysis of EPOS reports • Design commercial floor layout's and pricing • Visual Merchandising to current trends and market profile • Stock management through pricing, ordering and maximising donations value. • Able to prioritise work and meet deadlines • Recruitment, training and coaching • Managing teams through capability • Rostering and staff planning • Ability to assist with moving, lifting, and assembling furniture 	<ul style="list-style-type: none"> • Manual Handling training • Recruitment and delegation of Volunteer team • Social Media account management • Marketing Calendar planning 	<p>Application</p> <p>Interview</p> <p>References</p>
Experience	<ul style="list-style-type: none"> • Experience of cash handling/balancing. • Proven experience of working as Retail Manager for 4000 sq. ft. site or above. • Proven experience of managing or leading a team of 10 or more. 	<ul style="list-style-type: none"> • Expertise in the charity retail sector. • Multi-site management • Launch campaign planning • Calendar of marketing opportunity design. 	<p>Application</p> <p>Interview</p> <p>References</p>

Being there for *you*
and *your family*

	<ul style="list-style-type: none"> • Fast Paced environment trading over 7 days. • Commercial space awareness 	<ul style="list-style-type: none"> • Collaborative working with other department such as Fundraising, Marketing or external opportunities. 	
Knowledge	<ul style="list-style-type: none"> • Knowledge of Health and Safety Regulations relevant to this position • EPOS report analysis • Charity trends and market profiling • Space Management • External Marketing opportunities • Security Management 	<ul style="list-style-type: none"> • Knowledge of LOROS • Sustainability Reporting • Influencing directors through regular reporting. • New Shop Launch critical planning 	<p>Application</p> <p>Interview</p> <p>References</p>
Motivation and personal attributes	<ul style="list-style-type: none"> • Able to contribute towards LOROS' values and behaviours • Flexible approach to working hours (will include Saturday working) • Target driven • Able to work on own initiative as well as part of a team • Self motivated • Passion for fast paced sustainable retail • Forward thinker • Leads by example 	<ul style="list-style-type: none"> • Charity shopper • Fundraises for charities • 	<p>Application</p> <p>Interview</p> <p>References</p>