



The **Benjamin** Foundation

Store Manager – Job description

Job title:	Store Manager
Employer:	Bens Social Enterprises
Location:	Lowestoft
Contract:	Full time
Salary:	£23,127.78 per year
Hours of work:	37.25 hours per week
Department:	Lowestoft Furniture and Electrical Store
Reporting to:	BSE Operations Manager

Job purpose

The role will be employed by Ben's Social Enterprises Ltd, a trading company of The Benjamin Foundation, and line managed by the BSE Operations Manager. The successful candidate will be expected to lead and work closely and positively with other members of the staff team/volunteers and with staff from other agencies to successfully carry out the remit of the role.

You will be responsible for the day-to-day running of the Lowestoft Store, involved from the set-up of the new store alongside the BSE Operations Manager. You are expected to ensure the efficient and effective running of the social enterprise and to deliver against all economic, social and environmental targets.



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Main duties

Economic

- To ensure the store runs at a profit and maximise income achieved from retail sales
- To maximise gift aid income and ensure targets are met
- To ensure that efficiencies and business opportunities are identified and maintained
- To use all aspects of the EPOS system to monitor and identify areas where further income can be generated.

Social

- To ensure customers using voucher schemes are able to access the goods required
- To offer, as and when appropriate, employment and volunteer places for individuals from vulnerable client groups
- To provide a destination where people can find out more about The Benjamin Foundation and the work they do in the local area

Environmental

- To actively promote re-use and prevent furniture and white goods from entering the waste stream.

Service Delivery

- To ensure the store provides a service meeting the needs of its customers
- To identify new business (both supply and demand) and sales opportunities to ensure business potential is maximised
- To regularly review store policies and procedures to ensure optimum service delivery
- To actively seek new opportunities in the local area
- To sort, clean and repair donated items
- Ability to assist in the lifting and carrying of furniture and other items
- To make appropriate decisions to ensure the quality and quantity of donations is maintained
- Effectively manage and balance resources to ensure commitments are achievable and are met.
- To work with other departments of The Benjamin Foundation & Ben's Social Enterprises Ltd to identify areas of improvement and joint working:



The **Benjamin** Foundation

fundraising, marketing, advertising etc.

- To develop the use of online marketing and social networking and working with other branches to optimize use.
- To develop the e-commerce side of the operation
- Through effective leadership ensure the staff team of the store are motivated and have the required training and skills to fulfil roles
- To perform regular appraisal and monitor staff's performance
- To identify and implement effective systems for succession planning of staff – recruitment of volunteers etc.
- To liaise and maintain positive working relationships with The Benjamin Foundation staff and external agencies
- To take responsibility for all Health and Safety issues in the workplace and report any issues in a timely manner
- To be confident driving a large vehicle in the absence of the van driver

Communication and Interpersonal Skills

- To present a positive and professional image when dealing with staff, customers and potential customers
- To present accurate and timely reports for BSE operations manager, Ben's Social Enterprises Ltd, The Benjamin Foundation, Probation Service.
- Regular attendance at Ben's Social Enterprise management meetings
- To conduct and record personal review sessions with staff
- To respond to any customer complaints with tact and diplomacy within agreed timescales in accordance with the Complaints Policy
- Effective media liaison and promotion of the store

Internal Processes and Systems

- Overall responsibility for all financial procedures and systems
- To monitor and have a good understanding of store performance using an epos system
- To supervise and ensure that all policies and procedures are being properly implemented and delivered by staff teams
- Through regular supervision of staff ensure compliance in relation to legislative requirements – PAT testing, Trading Standards, and H&S



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General

- To maintain key relationships to high standards at all times
- To undertake personal development and attend any relevant training
- To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

The Benjamin Foundation fully embeds the Nurtured Heart Approach® in all that it does and staff will adopt this approach as part of their practice.

Jobholder :

Signature:

Date:

Date to be reviewed:

Line Manager:

Signature:

Date:



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Store Manager– Person Specification

Criteria	Details	Essential	Desirable	Assessed
Experience	Experience of working in a customer facing environment	•		Application Form Interview
	Experience of working in the retail sector	•		Application Form Interview
	Experience of managing / supervising a team of staff	•		Application Form Interview
	Experience managing volunteers, including vulnerable people		•	Application Form Interview
Knowledge & Skills	Knowledge and confidence using Excel, Word, Outlook etc	•		Application Form Interview
	Experience of project development		•	Application Form Interview
	Experience of using EPOS systems		•	Application form Interview
	Knowledge of Gift Aid		•	
	Basic knowledge of furniture and furniture repair/restoration		•	Interview
	An interest in the nature and aims of Social Enterprises and the Voluntary Sector	•		Application Interview
	Knowledge of King's	•		



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	Lynn and surrounding area			
	PAT testing qualification or willingness to undertake training	•		
Personal Qualities	A determination to provide a high quality of service	•		Interview
	The ability to work effectively alone or in a team	•		Interview
	Commitment to the service	•		Interview
	Hard working and flexible	•		Interview
	Full clean driving licence	•		
	To be able to drive large vehicles up to 3.5 tonnes		•	Interview Application
	The ability to work to ensure the safety of team members and customers	•		Interview
	The ability to deal positively with challenging customers and complaints	•		Interview
	The personality and ability to relate to customers from a range of backgrounds	•		Interview
	An ability to communicate clearly and effectively via	•		Interview



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	telephone and face to face, dealing with a range of issues			
	Being able to confidently make decisions regarding day to day matters working within clear guidelines	•		Interview
Additional	The willingness to contribute to the wider Benjamin Foundation success story	•		Interview
	An interest in the long-term development of the store working within detailed work plans and objectives	•		Interview
	A willingness to undertake training appropriate to the post	•		Application Form Interview
	In general good health and free from any medical condition that will prevent them carrying out the full remit of the role	•		Application Form Interview Medical if required