
Shop Manager Job description

About Us

New-U Enterprises is a UK registered charity which supports long term unemployed young people to move towards work or training and encourages the wider public to re-use quality clothing and accessories. We do this by offering individualised work experience placements in our clothes and accessories swap shop. Quality, clean and undamaged items of clothing are donated (max of 10 per customer per day) for 'swap points' which are spent on items of choice in store. Change is given in the form of points. We also sell to people without items to swap and provide free smart clothing to anyone in need, for job interview or other occasion.

Responsibilities:

- 1) To manage all elements of running a clothes & accessories swap shop
- 2) To efficiently and effectively support young people on work experience placements
- 4) To help organise and deliver in-shop events to raise funds and promote the charity

Accountable to: The Strategic Director/CEO

Hours: TBC. Variable between the hours of 9.30-5.00
Wednesday to Sunday

Salary: £9.45 per hour

Initial Contract: 6 months

Main Duties:

1. To manage and run clothes swap & loan shop in Cromer, ensuring efficient and effective management of volunteers and young people on work experience placements
2. To ensure young people on work placements are reaching their full potential whilst on placement by offering empathy, support and leading by example
3. To liaise with stakeholders to recruit unemployed young people onto work placements and employability workshops
5. To manage and supervise the Shop Assistant
6. To support the Project Manager to liaise with referral agencies to recruit and co-ordinate young people on work experience placement
7. To engage with social media campaigns, relations and marketing activities
8. To work with the Strategic Director to plan and implement events inside and outside the shop

9. To recruit, train and support a team of volunteers to run the clothes swap/loan which is open to the general public
10. To ensure the shop is adequately staffed at all times and establish rotas for staff and volunteers
11. To be responsible for the day to day running of the shop including stock control, quality control and visual displays
12. To administer the 'smart clothes loan' scheme for young adults (16-30) who could not otherwise acquire suitable clothing for job interviews or similar occasions
13. To support and work alongside the Strategic Director in implementing change to the project
14. To ensure agreed swap/loan processes are followed by all involved, including the general public
15. To ensure that all appropriate standards of security, health and safety are met
16. To act as a keyholder; to open and close the shop for agreed trading hours and ensure that the premises are secure on leaving. To respond to emergency call out if and when necessary
17. To regularly complete monitoring and evaluation information as required by funders
18. To work closely with the Strategic Director to ensure any problems in the shop are resolved quickly and effectively
19. Ensure records, paper and electronic, are accurate and maintained
20. Attend all necessary internal/external training courses and meetings as required
21. Ensure the shop is clean and attractive to patrons, and follows current Covid guidelines

Attributes	Essential	Desirable
Knowledge and Experience	<p>Management/supervisory experience in a retail setting or equivalent</p> <p>Knowledge/understanding of the challenges faced by long term unemployed young people</p> <p>Experience of delivering excellent customer service</p> <p>Awareness of Health and Safety legislation</p> <p>Evidence of understanding of safeguarding legislation in relation to children and vulnerable adults and knowledge of issues facing young people</p>	<p>Experience of supporting young people with numerous and often complex issues preventing them moving towards work or training or equivalent</p> <p>Experience/knowledge of creating marketing materials and utilizing on-line platforms/social media</p> <p>Experience of managing and recruiting volunteers</p>

		Interest in finding innovative solutions to tackle over-consumption in the fashion industry
Skills and Abilities	<p>Excellent inter-personal skills and able to develop effective relationships with unemployed people on work placements, volunteers, delivery partners and referral agencies</p> <p>Ability to positively lead a team</p> <p>Excellent organizational skills to manage own workload, to meet conflicting deadlines and prioritise work accordingly.</p> <p>Evidence of using own initiative, resourcefulness and lone-working</p> <p>Knowledge of ICT applications (e.g. Word, Excel, etc.) and administrative practices. Ability to learn new systems</p>	<p>An interest and belief in sustainable fashion practices</p> <p>Knowledge of fashion trends and creating visual displays</p>

COVID-19 considerations:

Staff and customers are requested to wear a mask in store at all time.