**Job Description and Personal Specification**

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| **Job Title** | Shop Floor Manager |
| **Location** | The Mall, Cribbs Causeway, Bristol |
| **Terms** | Full-time, 37 hours |
| **Salary** | £19 - £20k per annum (DOE) |
| **Line Manager** | Gromit Unleashed Retail Manager |
| **Responsible For** | Shop Retail Staff |

**Summary of Role**

Multi-award-winning Wallace & Gromit's Grand Appeal works in partnership with Aardman Animations to support Bristol Children's Hospital and the region's Neonatal Intensive Care Unit (NICU) at St Michael's Hospital. The Gromit Unleashed Shop is an integral part of our fundraising activity, and we are seeking a standout individual to lead our dedicated retail team.

We are looking for an energetic and confident person with prior retail management experience who is approachable, proactive and able to lead a team to deliver excellent customer service.

The successful candidate will steer the shop team, support our store's day-to-day operations, coordinate staff, and ensure our customers have an excellent shopping experience. The shop floor manager's responsibilities include driving sales, enforcing company policies, ensuring high visual merchandising standards, compliance with safety regulations, and some financial administration and site management responsibilities.

You should have excellent people management skills and a good understanding of business operations. An outstanding shop floor manager should ensure the smooth operations and maximum profitability of the shop.

In addition to a competitive salary, we offer employees a comprehensive benefits package including a pension scheme, medical benefits, and generous annual leave. This role is based at the Mall at Cribbs Causeway, which offers free parking, excellent public transport links, and many local amenities.

The Grand Appeal offers a dynamic, supportive and rewarding workplace for over 40 staff. The bedrock of our organisation is its strong team culture in which all staff play an important part. As part of the Gromit Unleashed retail team, you will have the opportunity to support exciting projects and activities beyond a traditional retail operation and work in an environment that encourages innovation and creativity. If this sounds like the right workplace culture for you, you have the required skills and experience, and you are looking for a new challenge, get in touch.

**Work at the Gromit Unleashed shop, and you'll do more than just a job. The work we do makes a difference to sick children, their families and the staff who care for them 24 hours a day, seven days a week. Together, we help save lives.**

**Key tasks and responsibilities**

* Training and supervising retail employees
* Rota management
* Day to day task delegation and evaluation/sign-off
* EPOS and pricing administration
* Ensuring all staff adhere to safety standards, company policies, and procedures
* Oversite of day-to-day money-handling procedures
* Managing inventory (incoming deliveries and stock rooms)
* Communicating order requirements with Shop Manager
* Ensuring the shop is adequately stocked, clean, and visually appealing
* Motivating employees to reach sales goals and provide excellent customer service
* Handling customer complaints, and atypical transactions (discounts/refunds)
* Supporting eCommerce retail activity
* Communicating order requirements for sundries and reporting any site maintenance concerns

***This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the Charity. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. Whilst they list some key tasks there will also always be tasks that arise, and which can be reasonably expected of the role.***

The Grand Appeal is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, as such, expects all staff and volunteers to share this commitment. The selected candidate will be appointed subject to a DBS check.

**Personal Specification**

E = essential D = desirable

**Experience and knowledge**

|  |  |  |
| --- | --- | --- |
| **Importance** | **Criteria** | **Assessment** |
| E | Understanding of the principles of good customer service and experience of being able to converse with a variety of people in different situations | Application  Interview |
| E | Experience of managing a small team successfully, including performance appraisals and informal feedback | Application  Interview |
| E | Experience with EPOS systems and stock management | Application  Interview |
| E | Experience in driving sales and successfully achieving performance targets | Application Interview |
| D | Experience of managing a retail team | Application  Interview |
| D | Five years' experience in a retail setting | Application |
| D | Experience in staff training and policy safeguarding | Application  Interview |

**Skills and abilities**

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| --- | --- | --- |
| **Importance** | **Criteria** | **Assessment** |
| E | A good standard of general education including Maths and English | Application |
| E | Clear and effective communication, with conflict resolution skills | Interview |
| D | Strong leadership skills and the ability to delegate | Application  Interview |
| E | Excellent organisational and time-management skills with the ability to prioritise conflicting demands whilst maintaining accuracy and attention to detail | Application  Interview |
| E | Alignment with our values of being supportive, professional, collaborative, creative and confident | Application  Interview |
| E | Problem-solving, initiative and desire to exceed expectations | Interview |
| E | Ability to work both autonomously and as part of a flexible team and to contribute towards wider objectives | Interview |
| E | Good IT skills | Application  Interview |

**Other requirements of the role**

|  |  |  |
| --- | --- | --- |
| **Importance** | **Criteria** | **Assessment** |
| E | Undertake appraisals and personal development through annual reviews. Undertake mandatory training as required by the charity | Application |
| E | Occasional work outside of regular shop opening hours maybe required. TOIL will be provided in most circumstances. | Application |
| E | Adherence to current policies, procedures and relevant legislation | Application |
| D | Car Driver/Owner | Application |

**How to Apply**

**Send your Completed Application Form and a copy of your CV, to** jobs@grandappeal.org.uk

The closing date for applications is 13/09/2021 or until a suitable candidate has been recruited.

For an informal discussion about the role please contact Anna Hitchcock at hello@grandappeal.org.uk

**Application Form**

**Name:**

**Job applied for: Shop Floor Manager**

Relevant skills and experience: (700 words max.)

What makes you the ideal candidate for this role? (700 words max.)

**How did you hear about the vacancy?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Salary expectations for this role:**

Text Box

**Current notice period length:** Text Box

Text Box

**Do you need a work permit to work in the UK?**

Text Box

**Interview arrangements and availability**

**Current ~~H~~oliday or other commitments we should be aware of:**

Text Box

The Grand Appeal is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and expectsstaff and volunteers to share this commitment. The selected candidate will be appointed subject to a clear DBS check.

You must agree to our data privacy policy (link below) and the following data protection statement to progress your application.

**Signed:** Text Box

**Date:** Text Box

**How did you hear about the vacancy?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Salary expectations for this role:**

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**Do you need a work permit to work in the UK?**

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**Interview availability**

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**Current ~~H~~oliday or other commitments we should be aware of:**

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**Signed: C:\Users\anna.GRANDAPPEAL\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\389A96AD.tmp**

**Date:** **C:\Users\anna.GRANDAPPEAL\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\6D250A43.tmp**

**Data Protection**

Your data will be held in accordance with the General Data Protection Regulation.

The information you provide will be used during the application process and will be kept on file for up to six months. If your application is successful, it will be kept on file for six years and will be used to set up your individual staff record. We may share your data in order to comply with legal requirements and obligations to third parties such as regulatory bodies and criminal records checks.

The Grand Appeal may make such information available to those who provide products or services to The Grand Appeal (such as advisers and payroll administrators), regulatory authorities and as may be required by law.

You can view our privacy policy at grandappeal.org.uk/privacy-policy

To Apply: send your completed application form and a copy of your CV to [jobs@grandappeal.org.uk](mailto:jobs@grandappeal.org.uk)