

JOB DESCRIPTION

Role: Shop Manager – Newton Abbot

Responsible to: Director of Enterprise

Salary: £9.00 per hour (37.50 hours per week to include some weekends)

Scope and purpose of position:

This role is accountable for achieving and exceeding sales targets and KPI's. Using best charity retail practice, creative flair, and an ability to lead by example, the shop manager will enable the shop team to create an inviting shop which encourages sales and promotes excellent customer service.

Main Responsibilities:

Sales & Stock Generation:

- Meet the agreed sales targets and ensure that direct costs are kept to a minimum
- To maximise sales by maintaining high standards of display and layout in the shop, ensuring that stock density is maintained, regular rotation of stock is carried out and that maximum realistic prices are obtained on donated items
- Be pro-active in the generation of donated stock, managing donated goods efficiently and effectively, and minimise any stock loss
- Ensure that donated stock is processed to the agreed standards, volumes and timescales
- Ensure that stock is priced according to Charity guidelines
- Ensure that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities
- Maximise gift aid income from donated goods, achieve targets
- Deal with customers and donors on all levels, and ensuring that excellent customer service is provided at all times
- Ensure the appropriate standards of cleanliness are maintained throughout the shop including the sales floor, stock processing area, offices and communal areas
- Together with the Director of Enterprise and the shop team, suggest and implement local initiatives to maximise sales and generate stock donations

Management of Staff and Volunteers:

- Support the Director of Enterprise in recruiting retail staff. Train, manage and support staff as appropriate

- Recruit, train, manage and support volunteers, ensuring that there are sufficient volunteers to support the effective operation of the shop
- Ensure that those colleagues working in the shop are aware of and follow CHICKS shop procedures and guidelines
- Ensure that Health and Safety procedures are adhered to, and that all colleagues complete their mandatory training as required
- To promote the overall harmony of the shop team, ensuring that everyone involved is kept informed of relevant information and developments including those concerning the work of CHICKS.

Administration:

- Ensure all financial reporting and management, cash handling, daily banking and security procedures are followed
- Ensure all relevant administration is completed within the agreed timescales.

Other:

- With the shop team promote and support CHICKS campaigns to raise awareness of the charity's activities according to guidance provided
- To work in line with the CHICKS Mission, Vision, and Values at all times, working with others to provide a supportive, responsive, environment and services
- To present a positive image of CHICKS at all times, through every aspect of your work
- To ensure that all CHICKS policies, procedures, and agreed protocols are adhered to
- To contribute to the planning, review, monitoring and reporting processes and activities
- To participate in team meetings and activities and represent CHICKS at other meetings as agreed
- To attend training courses as identified and agreed for appropriate development
- To undertake other duties not specifically stated above, which from time to time are necessary without altering the nature or level of responsibility involved
- To make a commitment to improving CHICKS environmental impact by means of energy saving and recycling in the workplace
- To follow procedures which maintain GDPR compliance

Health and safety responsibilities:

- To undertake regular 'on the spot' risk assessments as required and take any necessary action to avoid potential health and safety hazards
- Having read CHICKS Health and Safety manual, ensure compliance at all times with CHICKS Health and Safety Policies including: accident reporting procedures; fire drills and first aid facilities
- To liaise with the appropriate person on all Health and Safety matters where required

Person Specification:**Essential:**

- A passion for charity retailing
- The ability to lead a team to achieve targets
- A good level of literacy and numeracy skills together with basic IT skills.
- Excellent customer service skills
- Pass an enhanced DBS check (Disclosure and Barring Service)
- To understand and appreciate the ethos and operations of CHICKS

Desirable:

- A flair for creative merchandising and window dressing
- Volunteer recruitment experience
- Stock generation experience
- Retail events

For an application pack please email: hr@chicks.org.uk; or call: 01822 811020

Closing date for completed application: Monday 24 June 2019

CANDIDATE FAIR PROCESSING NOTICE FOR PROSPECTIVE EMPLOYEES OF CHICKS

Chicks collect data and information about our prospective employees so that we can run effectively as a service provider. We need this information to help meet our purpose of ensuring an effective, compassionate, high-quality care service and to meet our legal and contractual obligations with our employees. This Fair Processing Notice explains what data we process, why we process it, our legal basis, how long we keep it and the rights of prospective employees.

We will always make sure that our prospective employee's information is protected and treated securely. Any information that we process will be held in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and other UK or EU data protection legislation

Our contact details

CHICKS is the trading name of CHICKS Ltd

Company number: 3440794 | Charity registration number: 1090457

Registered address:

CHICKS Moorland Retreat
Brentor
Tavistock
Devon
PL19 0LX

Phone: 01822 811020

Email: info@chicks.org.uk

Our Data Protection Officer is Joanna Foster and she can be contacted at DPO@chicks.org.uk

What data do we process?

In order to employ you, we are required to process the following personal data:

1. Proof of your identity, including a copy of your birth certificate and passport (if any), as evidence of the right to work in the UK (name, date of birth, nationality, NI number, biometric photo, passport number);
2. Name, address, date of birth, hobbies, CV, professional memberships, languages;
3. Documentary evidence of any relevant qualifications;
4. A copy of each reference obtained for you;
5. Health information, disabilities
6. Either—
 - (a) where the certificate is required for the position, an enhanced criminal record certificate; or
 - (b) for all other positions, a criminal record certificate.
7. Details of any criminal offences—
 - (a) of which you have been convicted, including details of any convictions which are spent within the meaning of section 1 of the Rehabilitation of Offenders Act 1974(4) and

which may be disclosed by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975(5); or

(b) in respect of which you have been cautioned by a constable and which, at the time the caution was given, you admitted it

We collect information about our prospective employees when they apply for employment with CHICKS and we process it on an on-going basis.

Why do we need to process personal data on our prospective employees?

CHICKS need to process personal data about our prospective employees in order to assess your suitability as a candidate and to fulfil our legal obligations.

Our legal basis for processing personal data

By law, we need a legal basis for processing the personal data of an employee. Your submission of your CV or application is with your consent. We will then process the data in your application or CV and the data collected on you during the recruitment process in order to assess your suitability for the position.

By law, we need a legal basis for processing the personal data of a client. We will process your data using the legal basis of consent, legal obligation, vital interests and legitimate interests.

Consent:

Consent is given where we ask you for permission to use your information in a specific way and you agree to this. Where we use your information for a purpose based on consent, you have the right to withdraw consent for this purpose at any time. For example, you apply for a position with us because you wish to.

Legal obligation:

We have a basis to use your personal information where we need to do so to comply with one of our legal or regulatory obligations. For example, we need to check that you have the right to work in the UK.

Legitimate interests:

We have a basis to use your personal information if it is reasonably necessary for us to do so and in our "legitimate interests" (provided that what the information is used for is fair and does not unduly impact your rights).

For example, CHICKS have a legitimate interest to keep your personal data on our systems in order to keep it secure, process it and to provide you with a service.

We only rely on legitimate interests where we have considered any potential impact on you, whether or not our processing is excessive and that our processing does not override your right

Special categories of personal data are data revealing health, race, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information. We will process this type of information about you only if we are required to do so and if we have a specific exemption under the GDPR, which are: your explicit consent or if we are required to do so for employment or social security and social protection law purposes.

We process the following data because we have a legal obligation to do so. We cannot employ person without this data.

1. Proof of your identity, including a copy of your birth certificate and passport (if any), as evidence of the right to work in the UK (name, date of birth, nationality, biometric photo, passport number);
2. Name, address and date of birth;
3. Either—
 - (a) where the certificate is required for the position, an enhanced criminal record certificate; or
 - (b) for all other positions, a criminal record certificate (the processing is necessary for the purposes of carrying out the obligations and exercising specific rights of CHICKS in the field of social security and social protection law)
4. Details of any criminal offences—
 - (a) of which you have been convicted, including details of any convictions which are spent within the meaning of section 1 of the Rehabilitation of Offenders Act 1974(4) and which may be disclosed by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975(5); or
 - (b) in respect of which you have been cautioned by a constable and which, at the time the caution was given, you admitted it (the processing is necessary for the purposes of carrying out the obligations and exercising specific rights of CHICKS in the field of social security and social protection law)

We process the following personal data due to our legal obligation to share it

1. Government agencies for the criminal record checks
2. Government agencies for the right to work checks, if required

We process the following personal data with the explicit consent of the prospective employee for Equality and Diversity purposes:

- data revealing racial or ethnic origin, religious or philosophical beliefs or health

We process the following personal data with the explicit consent of the prospective employee, if the prospective employee needs reasonable adjustments in order to attend for an interview:

- data concerning health

In the case of any disputes, we will process the following personal data because we have a legitimate interest and the processing is necessary for the establishment, exercise or defence of legal claims:

- all personal data will be shared, as required, with our legal advisors and our insurers

We will process the following personal data because it is a legitimate activity of CHICKS:

- We hold your CV and all data collected during the recruitment process for six months in the unlikely event of any employment tribunal claims;
- All personal data is stored securely on servers and in the cloud; and
- Images captured by CCTV for the safety and security of our clients, staff and visitors;
- Documentary evidence of any relevant qualifications; and
- A copy of each reference obtained for you.

We will process the following personal data with your consent:

- We will hold your application for six months if you are not successful and wish us to hold your application for any future positions

How long do we hold the personal data of our employees?

We hold all records of an unsuccessful prospective employee for six months in the unlikely event of any employment tribunal claims. We will hold your CV in case of any future positions for six months and only with your consent.

If you are successful, your application will become part of your employee file.

Who do we share prospective employee data with?

We share data, where required, with:

- Government agencies for criminal record and right to work checks;
- Our insurance providers;
- Our legal advisors;
- Our software and cloud service providers

Data transfers out of the EU or EEA

We do not transfer any personal data of employees out of the EU or EEA.

Rights of prospective employees

Your rights:

You have rights in respect of our processing of your personal data which are:

- To access to your personal data and information about our processing of it. You also have the right to request a copy of your personal data (but we will need to remove information about other people)
- To rectify incorrect personal data that we are processing
- To request that we erase your personal data if:
 - we no longer need it;
 - if we are processing your personal data by consent and you withdraw that consent;
 - if we no longer have a legitimate ground to process your personal data; or
 - we are processing your personal data unlawfully
- To object to our processing if it is by legitimate interest

- To restrict our processing if it was by legitimate interest
- To request that your personal data be transferred from us to another company if we were processing your data under a contract or with your consent and the processing is carried out automated means

If you want to exercise any of these rights, please contact us.

If you have a concern about the way we are collecting or using your personal data, please raise your concern with us in the first instance. You may also contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>.