OXFAM IRELAND

SHOP MANAGER

BALLYHACKAMORE (BELFAST)

Oxfam is committed to preventing any type of unwanted behavior at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

Shaping a stronger Oxfam for people living in poverty.
Terms & Conditions

- **Location:** Ballyhackamore, Belfast
- **Contract type:** Permanent contract
- **Hours:** 40 hours per week
- **Salary:** £20,051 per annum PLUS banding allowance (£1,000 per annum) PLUS performance related bonus
- **Reporting to:** District Retail Manager
- **Staff reporting directly to this post:** Deputy Shop Manager/Volunteers
- **Annual leave:** 20 days annual leave plus 11 public/bank holidays per annum
- **Other benefits:** contributory Pension Scheme and Life Assurance cover (4-time death in service benefit)
- **Pre-employment background checks:** offer of employment subject to receipt of satisfactory references, anti-fraud and corruption screening, and Access NI background checks

Benefits of working with Oxfam Ireland

Oxfam Ireland is committed to support the health and wellbeing of its staff. These are some of the benefits you can expect when working with us:

- **Generous annual leave allowance** with 20 days Annual Leave plus 11 public/bank holidays per annum (pro rata)
- **Contributory Pension Scheme** with Oxfam Ireland paying up to 9% into your pension
- **Life Assurance cover** of 4-time death in service benefit
- **Enhanced sick leave**
- **Enhanced maternity leave** with up to 18 weeks full pay
- **Volunteering opportunities** in our shops and events
- **Employee Assistance Programme** with free and confidential access to a variety of services such as 24/7 telephone helplines, counselling, health and wellbeing portal, critical incident support
- **Staff-led wellbeing programme** with regular events in support of mental, physical, social and financial wellbeing
- **Cycle to work scheme**
Job Description

Department Purpose
To raise funds for Oxfam’s work and promote Oxfam’s values through the shop network.

Job Purpose
Being a key role in the Retail team, the Shop Manager will be responsible for the effective day to day running and management of the shop.

You will be responsible for setting/meeting sales targets, dealing with customer queries as well as overseeing product pricing and stock sourcing through donations while maximising profitability.
You will manage budgets, maintain statistical and financial records and be responsible for recruiting, training and supervising a team of volunteers.

Ensuring compliance with Health & Safety legislation is key so you will be required to prepare promotional materials and displays and liaising with Head Office will also be required on a daily basis.

Job Responsibilities
• Maximise sales from all retail activities.
• Assist the District Retail Manager (DRM) in the preparation, achievement and monitoring of shop income and expenditure budgets.
• Be responsible for maximising profitability by:
  o Ensuring appropriate levels of stock are available through effective management.
  o Ensuring sufficient stock is sorted, processed and on the shop floor to meet income targets.
  o Maintaining high standards of display and merchandising.
  o Ensuring regular rotation of stock.
  o Maintaining a realistic, location appropriate, pricing structure in line with the Oxfam pricing guide.
• Be responsible for the maintenance of administration systems and ensure cash handling and financial activities are in line with Oxfam financial policies and procedures.
• Implement and maintain Retail Standards and the appropriate and agreed Marketing Strategy for the location.
• Maintain a high level of customer service both internally and externally.
• Ensure compliance with Health and Safety policy and regulations and product safety procedures.
• Ensure the shop is utilising all appropriate technology.
• Recruit, train, lead, manage and plan for the development of the shop team including sufficient volunteers/placements to ensure adequate shop cover. Delegate duties appropriately to make best use of the talents of the whole team.
• Ensure shop is open and operating effectively for minimum of six days per week including bank holidays when required.
• Be aware the shop team represent Oxfam and ensure their actions reinforce Oxfam’s values and beliefs.
• Represent Oxfam as appropriate on internal and external bodies, working groups and events.
• Ensure the shop maximises appropriate local community networks understanding that the Shop Manager represents Oxfam and their actions must reinforce Oxfam’s values and beliefs.

Other
• Eager and required to adhere to Oxfam’s principles and values (click here) as well as the promotion of gender justice and women’s rights (click here).
• Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles.
• Carry out any other duties within the scope and purpose of the job as required.
Personal Specification

Essential Criteria
- Relevant experience of retail management
- Proven track record of sales analysis and managing budgets, P&L, rota and staff recruitment
- Demonstrate strong product knowledge and trend awareness in order to generate sales
- Previous experience in merchandising and using social media to increase sales
- Experience of staff management, building teams and motivating teams
- Excellent communication and networking skills both internal and external of the business
- Strong commercial ability and product knowledge
- Although this is a management position, considerable physical effort will be required so applicants must be physically able to lift/move stock and equipment around the shop.

Desirable Criteria
- Visual merchandising
- Volunteer management experience
- Proficient in Microsoft Office and Social Media

Other requirements
- Strong commitment to Oxfam’s mission and values
- Eligibility to work in Ireland and UK

Additional information
- This is a challenging but rewarding role that requires a dynamic, enthusiastic, flexible manager with excellent retail skills and first-class interpersonal skills. Due to the changing retail environment and to enable Oxfam to maximise the potential of our shops, a flexible approach to working hours is required; and Saturday working is a requirement of the role as required. At busy times of the year there may be a requirement for ensuring the shop is open 7 days a week and late nights as required. Therefore, when necessary the post holder may have to undertake additional hours to ensure shop opening. Occasional support to other shops may also be required.
- Enthusiasm and a high level of tact and people management skills as well as interpersonal skills are essential. Participation at District Management meetings will require occasional travel within Ireland.
- This post involves working as part of a team in a busy environment. Staff are required to have a degree of flexibility in their work and attitude, to co-operate with colleagues to ensure the efficient, effective and economic use of Oxfam’s resources.

Key Attributes
- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Ability to demonstrate an openness and willingness to learn about the application of gender / gender mainstreaming, women’s rights, and diversity for all aspects of development work.
- Commitment to Oxfam’s safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.

Organisational Values
- Accountability – Our purpose-driven, results-focused approach means we take responsibility for our actions and hold ourselves accountable. We believe that others should also be held accountable for their actions.
- Empowerment – Our approach means that everyone involved with Oxfam, from our staff and supporters to people living in poverty, should feel they can make change happen.
- Inclusiveness – We are open to everyone and embrace diversity. We believe everyone has a contribution to make, regardless of visible and invisible differences.
Statement on Confidentiality
It is crucial that when encountering sensitive and/or confidential information it is maintained in strictest confidence, within the context of Oxfam Ireland’s policies and procedures. Failure to do so may be viewed as gross misconduct and may be subject to disciplinary procedure.

Equal Opportunities
Oxfam is an Equal Opportunities employer. We aim to ensure that no staff suffer discrimination on the grounds of race, colour, nationality, ethnic origin, membership of the traveller community, religious belief, political opinion, social class or caste, sexual orientation, HIV & AIDS status, marital status or family situation; gender, age or disability. Oxfam requires all staff to apply an equal opportunities approach and this responsibility rests with all employees and the organisation.

Oxfam Ireland is an Equal Opportunities Employer and welcomes applications from all sections of the Community.