



Job Description and Personal Specification

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
- Oversight 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

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D	Five years' experience in a retail setting	Application
D	Experience in staff training and policy safeguarding	Application Interview

Skills and abilities

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

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Application Form

Name:

Job applied for: Shop Floor Manager

Relevant skills and experience: (700 words max.)



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



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How did you hear about the vacancy? _____

Salary expectations for this role:

Current notice period length:

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

Interview availability

Current Holiday or other commitments we should be aware of:

The Grand Appeal is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and expects staff 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:

Date:

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



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