

Job Description

Job Title: Charity Shop Manager

Department: Retail

Primary Objectives: To achieve shop income targets & expenditure budgets and generate maximum profits through the sale of donated goods and the effective management of the shop. To raise the profile and awareness of the work of Vista within the local community.

Main Duties:

1. To maximise sales of donated goods to achieve targets and manage controllable costs to ensure optimum net contribution.
2. To recruit sufficient number of volunteers to ensure the shop can operate to minimum standards.
3. To train, develop and manage shop staff and volunteers in accordance with Retail policies and procedures and to ensure effective operation of the shop.
4. To effectively manage the sourcing, sorting, pricing, merchandising & display of donated goods to ensure shop operates to Retail minimum standards and can achieve sales budgets.
5. To plan and implement internal and external sales promotions to ensure maximum sales and to raise the profile of the charity in the local community.
6. To ensure all shop administration is completed to agreed deadlines and in line with Retail policies and procedures.
7. Responsible for handling of shop income including cash, cheque and card sales, banking daily takings, managing petty cash and recording appropriate financial records

8. To ensure the welfare of staff, volunteers and customers by implementing Health & Safety policies and legislation, providing training in H&S procedures and completing relevant audits and reports as required.
9. To effectively communicate with staff and volunteers to ensure they are fully engaged with Retail objectives and Vista mission, vision and values and positively promote the organisation.
10. To manage customer complaints and deal effectively with enquiries.
11. To attend training courses and meetings as required.
12. To report to Retail Operations Manager (ROM) and produce required financial reports on a weekly basis
13. To liaise with the community fundraising team and collaborate on activities as appropriate
14. To develop links with local businesses and community groups
15. To report maintenance issues and equipment requirements to ROM
16. Any other reasonable duties and responsibilities requested by line management and the organisation

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: ST/NR

Date: 09/06/2016

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<p>Educated to GCSE level in English and Maths</p> <p>Willingness to undertake Health & Safety training</p>		Form
Experience	<p>Experience of working in a charity retail environment</p> <p>Experience and/or understanding of working to sales and profit targets</p> <p>Experience of managing volunteers</p>	<p>Retail management experience</p> <p>Experience of managing a diverse team</p>	Form, interview, test
Skills & Knowledge	<p>Good interpersonal skills</p> <p>Excellent communication skills</p> <p>Able to use own initiative</p> <p>Ability to effectively organise and plan</p> <p>Ability to use IT packages to a good standard</p>	<p>Marketing and promotion knowledge</p> <p>Understanding of the charity retail sector and of working with volunteers</p> <p>Working knowledge of Health and Safety regulations and procedures</p> <p>Knowledge of use of</p>	Form, interview

		social media	
Personal Qualities	<p>Enthusiasm for charity retail</p> <p>Commitment to diversity and equality in working relationships and Practice</p> <p>A flexible ,adaptable approach and ability to cope with changing Priorities</p> <p>Ability to be an effective team player</p>	An understanding and acceptance of the principles and values of the organisation	Form, interview
Other	Willingness to work at other shop locations if necessary		Interview



Job Description

Job Title: Charity Shop Assistant Manager

Department: Retail

Primary Objectives: To assist with achievement of shop income targets and generate maximum profits through the sale of donated goods and the effective management of the shop. To raise the profile and awareness of the work of Vista within the local community.

Main Duties:

1. To maximise sales of donated goods to achieve targets.
2. To support and manage volunteers within the shop in accordance with Retail policies and procedures and to assist with the effective operation of the shop.
3. To assist with the sourcing, sorting, pricing, merchandising & display of donated goods to ensure shop operates to Retail minimum standards and can achieve sales budgets.
4. To ensure all shop administration, including daily banking, is completed in line with Retail policies and procedures.
5. To ensure the welfare of staff, volunteers and customers by implementing Health & Safety policies and legislation.
6. To effectively communicate with volunteers to ensure they are fully engaged with Retail objectives and Vista mission, vision and values and positively promote the organisation.
7. To manage customer complaints and deal effectively with enquiries.
8. To attend training courses and meetings as required.
9. Any other duties and responsibilities requested by line management and the organisation

Resources (refer to Guidance Notes) :

a. People

1. Manage volunteers in the shop environment on a daily basis
2. Be the first point of contact with customers and donators in the absence of the Shop Manager.
3. Provide information about Vista for customers, local businesses and community groups as requested

b. Financial

1. Supporting the generation of income from donated goods to achieve target set by ROM
2. Responsible for banking daily takings and recording appropriate financial records
3. Daily handling of shop income including cash, cheque and card sales
4. Promotion of Gift Aid scheme.

c. Non-financial

1. Responsible for day to day management of shop environment and ensuring H&S legislation is adhered to
2. Reporting maintenance issues to ROM
3. Reporting equipment requirements and issues to ROM
4. Responsible for confidentiality of volunteer personal records and financial data

d. Special Factors

1. Undertake Manual handling training due to the physical nature of managing donations
2. Follow H&S procedures when handling donations

Additional responsibilities

1. To ensure activities comply with current law
2. To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
3. To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: ST

Date: 25/4/16

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Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	Educated to GCSE level in English and Maths Willingness to undertake Health & Safety training		Form
Experience	Experience of working in a retail environment Experience and/or understanding of working to sales and profit targets	Experience of working in a charity retail environment Experience of managing volunteers Experience of managing a diverse team	Form, interview
Skills & Knowledge	Good interpersonal skills Excellent communication skills Able to use own initiative Ability to effectively organise and plan Ability to use IT packages to a good standard	Marketing and promotion knowledge Understanding of the charity retail sector and of working with volunteers Ability to use IT packages to a good standard	Form, interview

		Working knowledge of Health and Safety regulations and procedures	
Personal Qualities	<p>Enthusiasm for retail</p> <p>Commitment to diversity and equality in working relationships and Practice</p> <p>A flexible ,adaptable approach and ability to cope with changing Priorities</p> <p>Ability to be an effective team player</p> <p>Honest and reliable</p>	An understanding and acceptance of the principles and values of the organisation	Form, interview