

Title:	Charity Shop Manager
Responsible to:	The Community, Events & Enterprise Manager
Salary:	Competitive
Duration:	Permanent
Hours:	37.5 hours per week
Location:	Torquay

JOB DESCRIPTION

MAIN PURPOSES OF THE JOB

- To be the main point of contact for Shekinah's Charity Shop.
- To develop shop activities to maximise revenue potential including retail gift aid.
- To ensure all gift aid processes and training are maintained.
- To be proactive in promoting the shop to the wider public.
- To co-ordinate the collection, sorting and pricing of donations.
- To recruit and supervise volunteers to work.

PRINCIPAL ACCOUNTABILITIES

1. Act as a role model in all you do and represent the organisation professionally and positively in accordance with our behaviours and values.
2. Work within relevant Health and Safety guidelines to maximise the safety of people using Shekinah services, staff and visitors.
3. To develop professionally and to identify opportunities to improve the level of service Shekinah offers to the people using our services.
4. Follow all policies and procedures and in particular those in respect of Risk Assessment and Safety Planning, Professional Boundaries and Lone Working, Safeguarding Adults and Safeguarding Children and other good practice guidelines or legislative requirements as required.
5. Any other reasonable duties required of you in your role as required

This job description covers the current range of duties and will be reviewed from time to time. It is Shekinah's aim to reach agreement on changes, but if agreement is not possible, Shekinah reserves the right to change this job description.

REHABILITATION OF OFFENDERS ACT 1974

Because of the nature of the work involved in this post, this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. It is a condition of employment that all convictions are disclosed in advance.

PERSONAL QUALITIES

- Must have experience of working in a sales targeted environment.
- A non-judgemental approach to working with everyone accessing the service.
- Ability to self-motivate and use own professional judgement in developing working activity.
- Ability to be responsive and flexible in approach to work, as well as adaptable to change when necessary.
- Make a positive contribution to effective team working.
- Must have a proactive and positive attitude.
- Ability to manage own workload in order to fulfil outcomes.

ROLE PROFILE

MAIN DUTIES AND RESPONSIBILITIES

1. To be the main point of contact and oversee all aspects of shop management.
2. To be responsible for the day-to-day operational activities of the shop.
3. To co-ordinate the receipt of all donations.
4. To oversee the sorting, cleaning and selling of the goods.
5. To ensure that the shop is physically appealing to the customers, ensuring that it is clean and tidy at all times, that it is decorated when necessary and that the windows are regularly re-dressed.
6. To carry out stocktaking.
7. To arrange the collection of donations and the disposal of unwanted goods.
8. To be proactive in recruiting, interviewing, inducting and training volunteers to work in the shop.
9. To ensure that there is adequate volunteer cover throughout shop opening hours.
10. To co-ordinate the volunteer staff rota.
11. To ensure that the Policies and Procedures of Shekinah and of the Charity Shop are adhered to by all staff and / or volunteers.

12. To ensure anything of value that cannot be sold in the shop is either taken to Auction or sold on to specialist dealers.
13. To handle petty cash and to ensure all monies are processed within the finance team guidelines.
14. To keep electronic financial records and contribute to the annual budget setting process.
15. To attend monthly staff meetings.
16. To undergo training if deemed appropriate by your line manager.
17. To represent Shekinah at meetings, conferences and events with external agencies when necessary.
18. Carry out other additional safe and reasonable duties relating to the above, under the direction of your line manager, which may on occasion be deemed necessary.

MAIN DUTIES AND RESPONSIBILITIES: ADMINISTRATION

1. To provide information and reports as directed by your line manager.
2. Complete all financial processes and banking twice weekly as a minimum.
3. Complete monitoring information as requested.
4. Maintain safe systems of work.
5. To carry out other safe and reasonable additional duties relating to the above, under the direction of your line manager, which may on occasion be deemed necessary.