

Job Description

Department:	Retail
Job Title:	Charity Shop Manager
Reports to:	Finance Manager
Base:	Woodley (<i>requirement to provide occasional cover elsewhere as/when the need arises</i>)
Salary Scale:	£19,554
Hours:	Full-time (37.5 hours) over 5 days: Mon, Tues, Thurs, Fri & Sat
Holiday Entitlements:	25 days a year, Plus public holidays

About the Charity

Beechwood is a Charity based in Stockport, established in 1990 to support people from across the Northwest affected by cancer or other life-limiting illness such as, but not limited to, COPD and heart disease and neurological diseases like Motor Neurone Disease and Parkinson's Disease.

Our team of professionals are available to help with the shock of diagnosis and the emotional effects of treatment, complemented by a wide variety of practical support – not only for the person directly affected but family and friends too.

The Charity's services are free of charge at point of need, and we offer a package of support tailored to suit the individual, including one-to-one counselling, clinical hypnotherapy, Mindfulness, complementary therapies, support groups, diet, exercise or simply a coffee and a chat.

We also:

- Help children come to terms with the illness or loss of a parent or family member
- Help carers cope with the difficulties and uncertainty that the illness of a loved one can bring
- Support clients who are ready to move on, exploring on-going support options
- Provide guidance and support to those ready to return to work
- Provide one-to-one support, facilitated groups and peer support groups to help the bereaved

Our Behaviours

Communicating with Impact

- Communicates clearly and checks others have understood
- Listens to others' views, seeks clarification where needed

Delivering Outcomes

- Builds strong customer and client relationships by putting customer/client first and providing excellent customer service
- Plans own work and prioritises to meet goals
- Communicates and collaborates with others
- Meets deadlines within agreed deadlines and standards

Honesty and Integrity

- Speaks positively about Beechwood and the Charity's work – both verbally, written and on social media platforms
- Treats all others fairly, consistently and with respect
- Promotes and embraces equality and diversity

Resilience

- Responds positively to change and encourages others to do so
- Flexible and adaptable to changing needs and responsibilities within Beechwood and the shop

Empowerment, Engagement and Participation

- Supports the Charity and colleagues to achieve its objectives
- Accepts responsibility and accountability for own role and team
- Willingness and ability to nurture and coach volunteers

Purpose of Job

As our Charity Shop Manager your role will encompass the following:

- Managing and developing a team of retail volunteers to provide excellent customer service and high standards of shop floor presentation
- Achieving the sales budget
- Seeking commercial opportunities to drive incremental sales
- Working with external contacts including customers, donors and contractors
- Submit shop performance data to the Finance Manager on a weekly basis
- Effectively manage all controllable costs and expenditure, liaising with the Finance Manager on an ongoing basis for support and sign-off
- Holds responsibility for shop petty cash which must be accounted for in line with the Charity's financial systems and procedures

Key Duties and Responsibilities

Income Generation

- Maximise donated income through proactive stock generation, optimum, yet realistic pricing, processing stock to agreed levels and seasonal stock planning
- Maximise new goods income by managing stock levels, efficient re-ordering and the completion of stocktakes
- Achieve Gift Aid sales conversion through maximising new donor sign ups and repeat donations
- Maintain high levels of shop presentation by merchandising and housekeeping
- Organising promotional and seasonal events within the shop to promote awareness of Beechwood's core purpose and actively support national campaigns

Customer Service

- To provide an excellent customer experience
- Manage complaints efficiently and effectively within the organisation's policy and procedure, ensuring these are escalated to your line manager immediately
- Identify and clarify individual customer needs
- Treat all customers with courtesy and respect

People and Development

- To be responsible for the daily management of the shop's volunteer team, including supportive reviews and constantly measuring volunteer capability (supported by line manager)
- Identify training needs for the shop team and liaise with line manager
- Delegate effectively to help the volunteer team increase skills and appropriate levels of responsibility
- Clearly communicate roles and responsibilities to volunteers
- Provide performance feedback both positive and developmental
- Encourage collaboration with local businesses, schools and neighbourhoods
- Ambassador within the local community, promoting both the shop and the Charity
- Attend training courses relevant to the development of the role/shop
- Attendance at retail meetings and responsibility to cascade information to team
- Assist at other Beechwood shops where cover may be required

Commercial Awareness

- Manage stock to minimise loss and maximise income
- Maximise sales through appropriate pricing, merchandising and promotions
- Identify and respond to market trends
- Secure donations of goods

Administration

- To complete all administration to required standards and deadlines
- To manage controllable costs, expenditure and petty cash
- To ensure minimum losses of both stock and cash by following till, banking and stock control procedures
- Manage inventory and paperwork to ensure accurate records and data
- To adhere to all policies and procedures including those relating to the Health and Safety of shop premises and volunteer team
- Proficient use of Microsoft Office
- Ensuring sufficient shop cover through effective management of team resources e.g., rotas, holidays and ongoing communication with line manager and senior administrator at the Centre

Person Specification

	Essential	Desirable
Experience		
Background within the Charity Retail Sector	✓	
Understanding of Retail Gift Aid		✓
Knowledge of charities/voluntary sector	✓	
Previous experience of managing a team in a paid role	✓	
Qualifications		
Good level of general education	✓	
IT literate and numerate	✓	
Customer service training		✓
Skills and Aptitude		
Good communication and interpersonal skills	✓	
Basic understanding of retail shop finances e.g., income and expenditure	✓	
Handles payments by cash, credit card or cheque responsibly and accurately	✓	
Remains focused when faced with competing demands and can multi-task	✓	
Prioritises work to maximise effective use of resources and effort	✓	

Able to use own initiative and work autonomously	✓	
General		
Full Driving License and use of own car	✓	
Ability to lead by example and work for the greater purpose of the Charity	✓	

Equal Opportunities Statement

We acknowledge the unique contribution that all Beechwood employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief, disability, or history of mental health.

Safeguarding

Beechwood is committed to safeguarding and protecting the welfare of vulnerable adults, children and young people; as such, all staff and volunteers must share this commitment and undertake safeguarding training relative to the role.

Disclosure & Barring

A satisfactory check will need to be received prior to commencement of employment and for some roles, an enhanced check.

General

All employees are expected to be competent with the use of technology and information systems and understand their duties and responsibilities regarding the appropriate use of personal data including sensitive personal data (relative to role).

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against.

This role description is a guide and is not exhaustive. As such, it will be reviewed periodically to ensure it continues to meet the needs of the organisation.