



Job Description: Charity Retail Manager

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| Job title: Charity Shop Retail Manager | |
| <p>Main purpose of job: The Charity Shop Manager is responsible for the overall retail strategy and plan. The purpose of the role is to maximise income for CHN and minimise costs through sales at the CHN Shop and online sales. To motivate and train staff and volunteers to a high standard, creating a team spirit in the shop. You will deliver excellent customer service and present a professional image to staff, volunteers and customers to all times reflecting the image and reputation of Campden Home Nursing.</p> | |
| Department: Charity Shop | Location/Branch: Campden Home Nursing |
| Position reports to: CEO | Position is responsible for: Management of Charity Shop. All Shop Staff including deputy manager, supervisors, shop volunteers |

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| <p>Main duties</p> <p>The Charity Shop Manager is responsible for the effective management of shop staff, volunteers, stock rotation and administration. You will develop and lead a cohesive team to raise funds via a team of supervisors and volunteers.</p> |
| <p>Strategy and Sales</p> <ul style="list-style-type: none"> • To regularly meet with and advise the CEO and Finance Manager, reporting on operational and financial performance of the Charity Shop. • To regularly provide detailed and accurate reports as required by the CEO and the Trustees. • To achieve agreed sales budgets and maximise profits through effective cost controls. Achieve all the agreed Key Performance Indicators including Gift Aid, online sales and stock processing targets. • To agree an operating plan with the CEO to ensure all retail targets are achieved. • To ensure that all financial controls and procedures are followed including cash security. • To regularly monitor sales and profit figures to identify and implement strategies to improve store performance. Review weekly sales figures and identify ways to maintain and maximise income. • To maintain and utilise effective communication channels, to ensure up-to-date and accurate information is cascaded to the CEO and Trustees in a timely manner. <p>Shop Management and Stock Control</p> <ul style="list-style-type: none"> • To ensure shop sales performance is maximised, actively seeking ways to improve the shop's performance on a continuous basis. Maintaining an |



effective, profitable merchandise mix, reflecting customer profile and seasonal trends.

- To maintain high levels of personal competency in the operation of EPOS systems and provide induction, training, ongoing support and advice to all users of the shop EPOS system.
- To maximise sales targets of the charity shop through effective merchandising, stock control and display techniques.
- To ensure that efficient and organised stock room systems are maintained to maximise processing levels and income.
- To manage the day to day retailing activity in the shop, undertaking physical tasks when required and delegating to the management team and/or volunteers where appropriate.
- To run efficient and regular recycling and refuse systems to ensure efficient use of space in the shop.
- To liaise with the Communications Manager in the promotion and support of all types of charity fundraising activities.
- To reconcile the till each day or train supervisors to do this for you.
- To ensure that paperwork relating to Gift Aid is always completed and as many people as possible are signed up.

People Management

- To provide leadership and management direction to a team of volunteers ensuring the operational performance and high customer service standards of the shop. Handling staff matters including supervision, staff communications, staff meetings, holidays and absence.
- To be primarily responsible for the recruitment and retention of volunteers in the shop and the training, development and ongoing supervision of volunteer teams working closely with the Deputy Manager.
- Manage rotas to ensure that there is appropriate cover at all times, organising the rotas for staff and volunteers.
- To implement and maintain effective volunteer management practices, to ensure ongoing engagement with the shop and Campden Home Nursing.

Compliance and Health and Safety

- To supervise and audit Gift Aid declarations and sale of gift aid stock is being conducted within the HMRC guidelines and in accordance with organisation procedures.
- To be primarily responsible for ensuring compliance with all aspects of Health and Safety legislation and risk management in the shop
- To foster and promote the Values of Campden Home Nursing and the Charity expectations of behaviour and attitudes especially among the volunteers, having regards for the reputation of the Charity.
- With the support of the CEO, to be responsible for dealing with formal complaints and resolving internal and external issues relating to customer service in the shop.

Other Responsibilities

- To ensure that all staff and volunteers adhere to the Policies and Procedures detailed in the Employee Handbooks, including Health and Safety and Fire Regulations are followed.
- To promote the work of Campden Home Nursing while meeting customers, to act as an Ambassador, the Charity and be its 'face' to the public
- To undertake all mandatory training as required



- To participate in annual appraisal
- To undertake any other duties commensurate with the role,
- To maintain confidentiality at all times regarding the takings or other operational running of the shop or Charity.

Essential Qualities

General Education – including English/Maths GCSE level

Retail Management experience or experience in a retail

Experience of managing an income and expenditure

Team Management Skills

Excellent Communication Skills

Excellent Organisation Skills

Reliable, Flexible, Punctual, uses initiative with good attention to detail

Good IT Skills

Clean Driving Licence and access to a car for work purposes

Desirable Qualities

Charity Retail Management Experience

Experience in managing teams of volunteers

EPOS System experience

Retail NVQ 2/3

Last updated: 28 September 2021