

Job Title:	Charity Shop Manager
Department:	Retail – Income Generation
Reporting to:	Head of Community Fundraising
Responsible for:	Volunteers

1. Hours

Shop opening hours;

Monday – Thursday 8.45 – 4.15

Friday 8.45 – 2.45

Saturday 9 – 12

One hour lunch break

Working hours

35 hour week - flexible

2. Purpose of Role:

To help volunteers, donors, purchasers and the wider community understand that by supporting the Yorkshire Cancer Research charity shop in Tadcaster they are helping people in Yorkshire avoid, survive and cope with cancer.

Provide excellent customer service, ensuring individual donors and purchasers feel appreciated and valued.

Manage the efficient and effective day-to-day operation of the shop.

Recruit and manage a team of well trained volunteers and take every effort to create a happy retail environment.

Ensure accurate accounting and handling of assets (items donated and money received).

3. Operational Duties:

- Maximise the income and profit of the shop through active stock management, replenishment and rotation.
- Create a welcoming professional atmosphere and deliver high standards of customer service for all customers and supporters.
- Ensure the shop is presented to the highest standards with attractive visual merchandising and attractive window displays.
- Manage and be accountable for implementing and complying with agreed * Shop Operating Policy and Standards including Health and Safety and Trading Standards.
- Properly dispose of all unsaleable items and recycle goods using shoddy dealer services.
- Manage complaints effectively and efficiently, escalating to Head Office where they cannot be resolved at a local level.
- Implement all Yorkshire Cancer Research policies.
- Liaise with the Head Office about any potential media promotions, coverage or publicity opportunities (rather than handle them personally or allow volunteers to do so).
- Ensure accurate record keeping of items donated and the amount paid for each item (for Gift Aid tax reclaim purposes).

4. People Management Skills:

- Effectively recruit train and manage shop volunteers, ensuring they are working to agreed objectives.
- Ensure there are sufficient volunteers to support the effective operation of the shop during all opening hours and that there are always two or more staff providing cover at any one time.
- Implement appropriate training and support for all volunteers. (This includes keeping confidential records of names, addresses and emergency contacts).
- Ensure that all charity policies, shop standards and operating procedure are communicated effectively to all volunteers, and are maintained and followed through in a consistent manner.

5. Financial Procedures:

- Prepare and complete all shop administration including cash handling and banking functions to the highest standard, accurately and on time, always adhering to Charity policy and procedures.
- Review weekly sales figures and from these identify ways to maintain and maximise income and display accessible results for volunteers.
- Authorise and administer Petty Cash claims where appropriate.
- Observe Yorkshire Cancer Research employee values and behaviours.

Salary: Circa £14k

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Experience of managing people including recruitment and development.	*	
Previous retail experience in the charity sector		*
Previous retail experience in the commercial sector		*
Experience of meeting and exceeding targets	*	
Skills & Behaviours		
Good communication and interpersonal skills	*	
Ability to motivate self and others	*	
Good planning and organisational skills	*	
Strong planning, guiding and motivation skills to successfully achieve targeted income.		*
Able to use own initiative.	*	
Good time management and prioritisation skills	*	
Able to work effectively under pressure	*	
Flexible attitude and adaptable to change	*	
Good written and numeric skills		*