

Charity Shop Manager Vacancy

**POST:**  Shop Manager

**BASED:**  2 Maryport Street Devizes

**REPORTS TO:** Fundraising Manager

**KEY RELATIONSHIPS:** Assistant Shop Manager/Finance Team/Community and Volunteer Manager/ /Director of Income Generation and Communications/Volunteers

**LINE MANAGEMENT:** Assistant Shop Manager

**REMUNERATION: £10.90 per hour**

With a generous pension contribution and holiday allowance.

**HOURS OF WORK:** 32 hours per week over four days (including alternative Saturdays)

SUMMARY & MAIN PURPOSE OF JOB

Wiltshire Air Ambulance is an expanding charity providing an essential helicopter emergency medical service to people living, working and travelling across Wiltshire and surrounding counties including Bath.

The Charity Shop Manager will be responsible for maximising sales through ensuring the shop is managed effectively and efficiently. They will be accountable for the day-to-day shop operations, including managing a team of volunteers, looking at ways to increase profitability, ensuring financial viability, carrying out administrative tasks and developing strategies to improve revenues, both in the store and online.

KEY RESPONSIBILITIES

Responsibilities will include but will not be restricted to:

* Regularly meet with the Fundraising Manager, reporting on operational and financial performance
* Optimise sales of donated stock and maintain appearance of the shop
* Oversees stock sorting, presentation and rotation
* Provide leadership and management direction to the team of volunteers ensuring the operational performance and high customer service standards of the shop.
* Manage the day to day retailing activity in the shop, undertaking physical tasks when required and delegating to volunteers where appropriate.
* Ensure that unsaleable items are sorted and prepared for recycling or waste
* Run efficient and regular recycling and refuse systems to ensure efficient use of space in shop and storage
* Lead in the promotion and support of all types of charity fundraising activities
* Ensure that all financial controls and procedures are followed including cash security
* Maintain high levels of personal competency in the operation of the EPOS system and provide induction, training, ongoing support and advice to retail staff and volunteers using the system.
* Attract, recruit, manage, train and appraise a team of volunteers.
* Responsible for ensuring compliance with all aspects of Health and Safety legislation and risk management in the shop
* Responsible for dealing with formal complaints and resolving internal and external issues relating to customer service, customer care and volunteer relationships in the shop.
* Undertake stock taking and audits as required
* Undertake all administrative duties including cash handling, till reconciliation and banking, reporting and rostering.
* Attend shop meetings and conference calls
* Manage the online shop, constantly looking at ways to improve on the system.
* Communicate and work in unison with the fundraising team to ensure that deliveries, collections and stock donations are maximised for the profit of the shop.
* Always provide the highest level of customer service and manage any complaints in line with the Charity’s procedures.
* Work with the communications team to maintain the shops dedicated social media page
* Attend celebratory events with shop volunteers such as volunteer training days, open days at the WAA airbase in Semington as directed

Other Duties and Responsibilities

* Promote and uphold the Charity’s Mission, Vision and Values in all aspects of work.
* Contribute to departmental evaluation reports on performance.
* Stay up to date on current related-industry trends and share best practice with colleagues.
* Carry out other duties identified by the manager to achieve the overall objectives of the service
* Adhere to our health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.
* Be willing to work additional hours when required by the charity
* Travel to meetings and training sessions at Wiltshire Air Ambulance airbase in Semington as required
* Participate in training, development and appraisal meetings
* Keep abreast of WAA fundraising activities
* Engage and support fundraising and supporter marketing initiatives
* Build and develop positive internal and external relationships to ensure maximum income for the charity
* Correctly direct relevant outside enquiries to the Charity Office when appropriate
* To fulfil agreed additional duties as are deemed necessary

**This job description is subject to review and alteration in light of future change or developments**

**Person specification**

* Enthusiasm and passion for Wiltshire Air Ambulance’s work
* Experience of working and managing in a retail environment
* Ability to work under pressure in a busy working environment
* A cooperative team player and able to engage with local community
* Strong attention to detail
* Able to work unsupervised and act on own initiative
* Able to communicate effectively and develop good relationships with colleagues and volunteers
* Highly organised with an eye for detail
* Strong IT skills in MS office

**Desirable**

* Experience of leading and developing teams of volunteers
* Experience of charity retail fundraising
* Experience in scheduling collections, deliveries and planning logistics

If you think you have what it takes to lead our small friendly team in Devizes, enjoy working in retail and alongside volunteers, we would love to hear from you. We will be conducting interviews in person in a COVID secure way.

To apply please send us a copy of your CV and a covering letter of no more than two pages to [kellie@wiltshireairambulance.co.uk](mailto:kellie@wiltshireairambulance.co.uk).

Closing date for applications will be midnight on 21 July 2021.