



Job Description

Job Title: Charity Shop Manager

Directorate:	Business Development	Team/Function:	Retail
People Manager:	To volunteer team	Direct Reports:	
Size of team:		Grade:	

Job Summary:

As Charity Shop Manager you will lead a team of volunteers to maximise the potential of our newly refurbished Golborne shop – generating much needed funds which will be used to provide palliative and end of life care to people living in the Wigan Borough. This is a chance to make a real and meaningful difference in a charity that is very much rooted in this community.

All Wigan & Leigh Hospice employees are expected to:

- Show commitment to our vision, mission, and values: **Compassion, Accessibility, Respect** and **Excellence** and demonstrate this through their work and interactions internally and externally, and on our behalf.
- Reflect the values of Wigan & Leigh Hospice in all behaviour and activities including alignment with the hospice's strategic priorities
- Be committed to furthering the aims of the charity and developing your own skills to benefit both yourself and the charity.
- Respect our obligations and approaches to health and safety, data protection, equality and diversity and safeguarding compliance and best practice.
- Take responsibility for the safety of yourself and others, raising concerns about anything you feel may put someone at risk
- Promote and safeguard the good reputation of the charity by acting in a way which is ethical and moral, and avoiding any activities that could bring the charity's reputation into disrepute.

Main Responsibilities:

1. Responsible for the day to day running of the shop including:
 - i. Maintaining high standards of merchandising and window dressing, ensuring the shop is well presented, clean and tidy.
 - ii. Sorting, pricing, moving and handling of stock, both donated and new goods, ensuring stock rotation system is in place
 - iii. Ensuring all cash handling procedures are in place and properly followed.

iv. Being a key holder, opening and closing the shop and ensuring the premises are secure.
2. Managing and co-ordinating a team of volunteers: <ul style="list-style-type: none"> i. Developing strong and effective working relationships with volunteers ii. Ensuring the shop is open agreed trading hours and there are adequate rotas planned. Prepare contingency plans in case of sickness. iii. Ensuring all volunteers have completed their mandatory training and records are up to date. iv. Recruiting and training new volunteers to support the shop v. Holding regular meetings to keep volunteers informed of what is happening at the hospice and showing them the contribution they make.
3. Providing excellent customer service: <ul style="list-style-type: none"> i. Ensuring customer service is professional and supports the ethos of the hospice. ii. Ensuring professional and friendly service is always given to all customers by all members of the team. iii. Ensure all donations are accepted politely and professionally
4. Maximising shop income <ul style="list-style-type: none"> i. Maximise income from donated items using the pricing guide to ensure accurate and competitive pricing. ii. Using all financial reports to ensure the sales floor layout is commercial and reflects the sales analysis. iii. Regularly review sales results and work with the area manager to develop new ideas. iv. Keeping up to date with the latest developments in charity retail to ensure your shop remains competitive
5. Implementing Gift Aid Scheme: <ul style="list-style-type: none"> i. Introduce gift aid procedures to the Golborne shop working with the area manager to ensure correct data protection procedures are in place. ii. Train and develop the volunteer team to understand to importance of gift aid in terms of income and procedures.
6. Promoting your shop in the local community <ul style="list-style-type: none"> i. Building strong relationships with the customers and taking an active part in any appropriate community events. ii. Promoting the role of the charity within the community. iii. Work with the hospice communications team to develop promotion materials and social media content which promote your shop
<p>Please note that job descriptions cannot be exhaustive, and all employees may be required to undertake other duties, which are broadly in line with the above key responsibilities.</p>

Other things to note about this role are:

This role will involve working Saturdays, with a day off during the week. There may occasionally be a requirement to work hours outside of your normal working week. When this is the case, notice will be given and time off given in lieu.

Person Specification

About you:

To be successful in this role you will need the following:

Qualifications & Experience	E	D
Experience of working in charity retail as a shop manager	X	
Experience of managing volunteers	X	
Experience of training and coaching volunteers		X
Experience of working to, meeting and exceeding financial targets	X	
Experience of using a till system	X	
Knowledge of Gift Aid Legislation and experience of implementing a Gift Aid scheme	X	
Skills and Abilities	E	D
Excellent organisational skills	X	
Excellent telephone manner	X	
Flexible friendly accessible attitude	X	
Excellent communication skills	X	
Good timekeeping	X	
Ability to work flexible hours	X	
Ability to work within a team including volunteers	X	
Ability to maintain confidentiality	X	
Personal Qualities & Attributes	E	D
Results focused	X	
Emotionally resilient	X	
Understanding of and empathy a hospice environment	X	
Team player who earns trust and respect	X	
Positive professional approach	X	
Other	E	D
Full UK driving license with access to a vehicle insured for business use or ability	X	

E = Essential / D = Desirable

CAR – to add

Document Control:

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