



## Job Description

### Job Title: Charity Shop Manager

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

### Job Summary:

As Charity Shop Manager you will lead a team of volunteers to maximise the potential of our charity shops throughout the borough of Wigan – 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

<ul style="list-style-type: none"> <li>iii. Ensuring all cash handling procedures are in place and properly followed.</li> <li>iv. Being a key holder, opening and closing the shop and ensuring the premises are secure.</li> </ul>
<p><b>2. Managing and co-ordinating a team of volunteers:</b></p> <ul style="list-style-type: none"> <li>i. Developing strong and effective working relationships with volunteers</li> <li>ii. Ensuring the shop is open agreed trading hours and there are adequate rotas planned. Prepare contingency plans in case of sickness.</li> <li>iii. Ensuring all volunteers have completed their mandatory training and records are up to date.</li> <li>iv. Recruiting and training new volunteers to support the shop</li> <li>v. Holding regular meetings to keep volunteers informed of what is happening at the hospice and showing them the contribution they make.</li> </ul>
<p><b>3. Providing excellent customer service:</b></p> <ul style="list-style-type: none"> <li>i. Ensuring customer service is professional and supports the ethos of the hospice.</li> <li>ii. Ensuring professional and friendly service is always given to all customers by all members of the team.</li> <li>iii. Ensure all donations are accepted politely and professionally</li> </ul>
<p><b>4. Maximising shop income</b></p> <ul style="list-style-type: none"> <li>i. Maximise income from donated items using the pricing guide to ensure accurate and competitive pricing.</li> <li>ii. Using all financial reports to ensure the sales floor layout is commercial and reflects the sales analysis.</li> <li>iii. Regularly review sales results and work with the area manager to develop new ideas.</li> <li>iv. Keeping up to date with the latest developments in charity retail to ensure your shop remains competitive</li> </ul>
<p><b>5. Implementing Gift Aid Scheme:</b></p> <ul style="list-style-type: none"> <li>i. Introduce gift aid procedures to the shops working with the area manager to ensure correct data protection procedures are in place.</li> <li>ii. Train and develop the volunteer team to understand to importance of gift aid in terms of income and procedures.</li> </ul>
<p><b>6. Promoting your shop in the local community</b></p> <ul style="list-style-type: none"> <li>i. Building strong relationships with the customers and taking an active part in any appropriate community events.</li> <li>ii. Promoting the role of the charity within the community.</li> <li>iii. Work with the hospice communications team to develop promotion materials and social media content which promote your shop</li> </ul>
<p><b>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.</b></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:

<b>Qualifications &amp; Experience</b>	<b>E</b>	<b>D</b>
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	
<b>Skills and Abilities</b>	<b>E</b>	<b>D</b>
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	
<b>Personal Qualities &amp; Attributes</b>	<b>E</b>	<b>D</b>
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	

***E = Essential / D = Desirable***

## Document Control:

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