



Wigan & Leigh Hospice



Recruitment pack

Assistant Charity Shop Manager
September 2025



Thank you for showing an interest in working for Wigan & Leigh Hospice.

Our services enable people with a life limiting illness to live well for as long as possible, by providing them, and those closest to them, with outstanding care.

Hospices play such an important role in their community, and Wigan & Leigh Hospice is no exception to that. We support almost 1400 people every year, when they need it most.

Our hospice services are only available thanks to the support of the local community who first came together just over 40 years ago to help us to open our hospice doors, and who continue to help us to keep our services running.

About the role

An exciting opportunity has arisen to join our busy Retail team as an Assistant Charity Shop Manager.

As an Assistant Manager you will work alongside the Shop Manager and a team of volunteers to maximise the potential of our charity shops in Wigan – helping to generate 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.

You will also receive industry specialised training to help you progress in your career in charity retail, which could see you running your own charity shop one day.

This role will mainly be based in Wigan, however, you could be asked to travel to the Hospice or between other Hospice shops, therefore, a full UK driving licence and access to a car insured for business use is desirable. **The role will involve working weekends, with days off during the week.**



What are we offering?

Salary: £24,761 per annum

Contract: Permanent

Working hours: 37.5 hours per week. **The role will involve working weekends, with days off during the week.** There may occasionally be a requirement to work hours outside of your normal working week.

Shops opening hours are Monday - Saturday 9am-5pm, Sunday 10.30am-4.30pm. However, hours may differ depending on a shop.

We are also proud to offer a wide range of benefits, including:

- A warm and welcoming working environment,
- 35 days annual leave inclusive of bank holidays, increasing with length of service,
- Contributory pension scheme,
- Cycle to Work Scheme,
- Shopping, leisure and holiday discounts,
- On demand GP,
- Westfield Health - Health Cash Plan,
- Life Assurance,
- A range of wellbeing initiatives.

“One thing I’ve learned during my time at the hospice is just how many people come together to make a difference to the lives of our patients and their loved ones, providing care and comfort when they need it most.”

Person Specification

Qualifications and Experience

Essential

- Experience of working in charity retail as an assistant shop manager or sales assistant
- Experience of working to, meeting and exceeding financial targets
- Experience of using a till system
- Knowledge of Gift Aid Legislation and experience of following a Gift Aid scheme

Desirable

- Experience of working with and supporting volunteers

Skills and Abilities

Essential

- Excellent organisational skills
- Excellent telephone manner
- Flexible friendly accessible attitude
- Excellent communication skills
- Good timekeeping
- Ability to work flexible hours
- Ability to work within a team including volunteers
- Ability to maintain confidentiality

Personal Qualities & Attributes

Essential

- Results focused
- Emotionally resilient
- Understanding of and empathy with a hospice environment
- Team player who earns trust and respect
- Positive professional approach



How to apply

Applicants should submit an up-to-date CV along with a supporting statement stating how they meet the criteria detailed in the person spec to hr@wlh.org.uk

The deadline for applications is 21 September 2025. Interviews will take place at Wigan and Leigh Hospice.

If you would like to discuss the role further, please contact hr@wlh.org.uk to arrange this.