

Charity Shop Manager Job Description

Job Title:	Charity Shop Manager
Reporting to:	Charity Shops Area Manager
Responsible for:	Deputy Manager; Supervisors & Volunteers
Location:	RSPCA Halifax, Huddersfield, Bradford & District Branch Charity Shops

Job Purpose:

To ensure the smooth daily operation of the shop, ensuring it operates within RSPCA Halifax, Huddersfield, Bradford & District Branch, Health & Safety guidelines and Standard Operating Procedures in order to maximise sales and profit. To recruit and train a motivated team of staff and volunteers, whilst promoting the work of the RSPCA..

About the Department and role:

The RSPCA Halifax, Huddersfield, Bradford & District Branch is an independent branch of the RSPCA. Our Animal Centre cares for, rehabilitates and rehomes hundreds of cats, dogs and small animals each year. The RSPCA Halifax, Huddersfield, Bradford & District never put a healthy animal to sleep.

The RSPCA Halifax, Huddersfield, Bradford & District Branch rehabilitates and rehomes approximately 800 animals each year from our animal centre in Halifax.

The Branch has 10 Charity Shops and an Ebay shops the profits from which are used to support our animal centre..

- **Retail Sales** – – Maximising income from donated stock ensuring the highest standards of retail display and merchandising. Maintain our standard trading hours. Ensure an effective system is maintained to organise the efficient collection of donations from the general public.
- **People** – Lead and inspire the team to continuously improve and evolve, creating a “can do” team-work, supportive and positive culture. Working closely with other branch departments to promote a collaborative culture.
- **Training and Development** – Ensure all staff and volunteers receive timely and ongoing training, development, coaching and feedback to ensure that they grow and fulfil their duties to the best of their abilities.
- **Resource management** - Maximise available resources of finance, staff, buildings and equipment to deliver excellent standards whilst achieving financial targets. Find creative and innovative solutions to drive productivity and efficiency.
- **Financial management** - Adhere to financial procedures laid down by the Branch Manager, ensure maximum economy of resources and achieve best value for money.
- **Volunteers**- Recruit and build a strong volunteer team who feel supported, respected and valued and become an asset to the charity shop.
- **Health and Safety** - Ensure that all the Health & Safety requirements required by law in the charity shop are met.

- **Security-** Maintain security of the charity shop buildings, contents and data as required by the General Data Protection Regulations.

Specific responsibilities

Retail

Ensure shop trading hours are strictly adhered to.

Ensure a high standard of retail display and merchandising

Be pro-active in the generation of donated stock, managing stock collection efficiently and effectively and in accordance with Branch & Society guidelines.

Process donated stock to the agreed standards and timescales.

Ensure that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities.

Ensure high levels of customer service are maintained.

Build and develop positive internal and external relationships to ensure maximum income for the charity.

People

Recruit, train, manage and support staff & volunteers and adhere to the agreed Branch standards & policies and any relevant legislation.

Complete annual appraisals including the setting of targets for shop staff within the agreed timescales and conduct regular one-to-one review meetings with staff.

Manage the arrangement of staff & volunteer rotas to meet the needs of the charity shop, ensuring that the level of volunteers is sufficient to operate an effective charity shop operation.

Ensure that appropriate HR policies and procedures are adhered to in compliance with the relevant employment legislation and branch employment policies and procedures seeking guidance from the Retail Business Manager and senior management as required.

Hold regular team meetings

Promote good staff and volunteer relationships.

To attend management meetings and training courses as requested

To meet the agreed sales targets and ensure that direct costs are kept to a minimum.

Maximise gift aid income from donated goods.

Maintain and keep records of all vehicle travel logs and driver van checklists.

Ensure all financial management, cash handling, daily banking and security procedures are followed.

Completion of all necessary administration and paperwork required by the role.

Manage the sales and administration of any bought-in (i.e. new) goods.
Compliance with the Branch Finance Policy.
Security of Buildings & Equipment Assume overall responsibility for the shop premises including key holding.
Minimise stock loss.
Ensure all equipment is well maintained and damage and necessary repairs are reported.
Health and Safety Ensure the health and safety of staff, volunteers and the general public in the charity shop. Ensure the appropriate standards of cleanliness are maintained throughout the shop including the sales floor, stock processing area, offices and communal areas Ensure compliance with the branch's health and safety policy (including fire safety, risk assessments and security procedures) and relevant legislation.
General Attend management meetings and training courses as requested. Promote the shop in the local area using all available promotional opportunities (subject to any Branch rules for communication with the media). Actively promote all Branch & Society initiatives and campaigns to promote awareness of the charity. Attend AGM and fundraising events as required. To carry out such other tasks as directed by the Charity Shops Area Manager.

Person Specification

ES = Essential, D = Desirable, A = Application Form, I = Interview, E = Exercise/Practical Assessment

Person specification:	How assessed				
Educational qualification, skills, experience and behaviours	ES	D	A	I	E
Good general level of education to GCSE standard or equivalent			A		
A levels or higher			A		
First aid Trained			A		

Comprehensive retail management experience			A	I	
Charity retail management experience			A	I	
Excellent customer care skills with the ability to handle difficult and sensitive situations.			A	I	
Proven line management experience			A	I	
Experience of working with and recruiting volunteers			A	I	
Experience of managing budgets and accounts			A	I	
Experience of cash handling and financial management procedures (including completion of sales records)			A	I	
Training, coaching and mentoring skills			A	I	E
IT literate and skilled in MS Office applications.			A	I	E
Good Planning, organisational and time management skills.				I	
Willingness to learn and acquire new skills through training and development				i	
Ability to motivate, inspire and positively influence others.				I	E
Excellent communication and interpersonal skills (verbal and written).			A	I	E
Sound judgement and decision making			A	I	E
Ability to establish and maintain good working relationships with colleagues at all levels				I	E
Emotional resilience to manage the potentially emotional demands of the role			A	I	E
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers.			A	I	
Willing and able to travel around the Branch area and work at other charity shops if required					
Sympathy with the RSPCA's aims and policies.					
Full, clean manual UK driving licence.			A		