

Job Title: Charity Shop Duty Manager

Salary: £30,709

Reporting to: Head of Finance & Support Services

Purpose of the job

The Charity Shop Duty Manager will be responsible for leading the day-to-day operation of the charity shop, supported by a team of staff and volunteers. Leading the team to deliver excellent customer service, maximise sales income and achieve Gift Aid sales. Providing effective leadership to the team, maintaining high standards of presentation, health and safety and operational efficiency.

The Duty Manager will work with the team to achieve retail targets whilst promoting the charity's mission and values.

Flexibility is a key characteristic of all our posts, and the post-holder may be asked to carry out other tasks consistent with the grade from time to time.

Equality and Diversity:

All staff members are expected to demonstrate a commitment to equality and diversity. We recognise and celebrate the positive value of diversity, promote equality and challenge discrimination.

Responsibilities:

- day-to-day running of the shop, including opening and closing procedures in accordance with organisational requirements
- process donations ensuring stock is sorted, priced and displayed effectively
- main key holder and emergency point of contact for the shop
- ensure the shop is clean, safe and well presented at all times
- maintain attractive visual merchandising and stock displays
- proactively generate donations and maintain adequate levels of stock
- handle cash, banking and till reconciliation accurately
- maintain accurate sales, cash and operational records assisting in the preparation of management reports as required
- work with the team to ensure the shop is run efficiently and effectively, monitoring daily sales performance and taking action to improve results
- encourage Gift Aid sign ups to maximise income opportunities and ensure scheme requirements are met
- promote charity campaigns, events and fundraising activities

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- supervise volunteers and staff during shifts, providing guidance and support through effective leadership skills
- ensure effective rota management and appropriate staffing levels
- ensure excellent customer service is provided to donors, customers and visitors, responding professionally to enquiries

Person Specification

Essential

- previous retail supervisory or management experience
- excellent customer service skills
- experience of working within the charity, volunteer or community sector

Knowledge and Experience

- knowledge of visual merchandising
- knowledge of Gift Aid processes
- experience of managing volunteers
- experience handling cash and operating tills
- experience producing management reports

Skills

- strong communication and interpersonal skills
- ability to lead and motivate team members
- ability to work flexibly if required
- good organisational and time management skills
- excellent attention to detail
- ability to manage conflict and solve problems
- commercial awareness

Personal Qualities

- confident, efficient and professional
- highly motivated & enthusiastic
- willingness to take on new tasks and develop professionally
- adaptable to change
- a creative and innovative thinker who seeks to find solutions to problems
- responsible and responsive attitude
- Self-motivated and able to work well under pressure to achieve individual and team targets