

Role Description and Person Specification

Charity Shop Manager Retail Fundraising

Salary £16,000-£18,000 pa. Plus pension

Reporting to Retail Area Manager

37.5 hours per week

Based at Truro

Key relationships internal

- Retail Team
- Charity Shop Managers
- Logistics Shop Teams
- Volunteers
- Volunteer Manager
- Fundraisers
- Finance Team
- Premises & Risk Officer

Key relationships external

- Customers
- Donors

Cornwall Air Ambulance has been flying for 30 years, attending to over 27,000 adults and children in need of urgent medical attention. Our highly-trained aircrew are on average on scene within 12 minutes on a 999 call being made and fly patients to specialist departments in various hospitals including Treliske, Derriford and the Bristol Royal Infirmary. Although we are an essential part of the emergency services, we do not receive any central government support and rely on fundraising and donations from individuals, community groups and businesses to keep us flying.

We have an opportunity for an enthusiastic and motivated team player to join our charity shops teams, working within a supportive team culture, where everyone is Proud to be Cornwall Air Ambulance. The Charity Shop Manager will be responsible for maximising sales through ensuring the shop is managed effectively and efficiently.

Authority

The Charity Shop Manager will report to the Retail Area Manager. They will be responsible for the managing of the volunteers at the Truro store. They will be accountable for the day to day store operations, ensuring a safe and secure environment is maintained at all times.

Principle Accountabilities of the Role

- To regularly meet with and advise the area manager of the charity shops, reporting on operational and financial performance.
- Optimise sales of donated stock and maintain the appearance of the shop within organisational brand and identity guidelines
- To provide leadership and management direction to a team of volunteers ensuring the operational performance and high customer service standards of the shop.
- Manage the day to day retailing activity in the shop, undertaking physical tasks when required and delegating to volunteers where appropriate
- Run efficient and regular recycling and refuse systems to ensure efficient use of space in the shop
- To lead in the promotion and support of all types of charity fundraising activities and communication with the fundraising department at head office and with charity supporters in your local community
- To ensure that all financial controls and procedures are followed including cash security
- To maintain high levels of personal competency in the operation of EPOS systems and provide induction, training, ongoing support and advice to retail staff and volunteers using the systems.
- To supervise and audit Gift Aid declarations and sale of gift aid stock is being conducted within the HMRC guidelines and in accordance with organisation procedures
- To be primarily responsible for the recruitment and retention of volunteers in the shop and the training and development of volunteer teams, working closely with the volunteer co-ordinator
- To be responsible for ensuring compliance with all aspects of Health and Safety legislation and risk management in the shop
- To raise requests for maintenance with the Premises and Risk Officer.
- To foster and promote the Values of the charity, and the organisations expectations of behaviours and attitudes, and Being Proud to be Cornwall Air Ambulance, especially among your volunteers, having regard for the reputation of the charity.
- With the support of your area manager, to be responsible for dealing with formal complaints and resolving internal and external issues relating to customer service, customer care and volunteer relationships in your shop
- To attend meetings and training as required at the direction of the area manager

Person Specification

Essential

- Enthusiasm and passion for Cornwall Air Ambulance Trust's work
- Experience of working and managing in a retail environment
- Ability to work under pressure in a busy working environment
- A cooperative team player and engagement with the local community
- A people focused person able to evidence interest and engagement with the local community
- Able to work flexibly with some evenings/weekend work
- Strong IT skills in MS Office and EPOS systems
- Full clean driving licence

Desirable

- Experience of leading and developing teams of volunteers
- Experience of charity retail fundraising
- Experience in scheduling collections, deliveries and planning logistics
- A formal health and safety qualification e.g. level 2, level 3