

## Role Description and Person Specification

### Relief Charity Shop Manager

Salary £17,000 -£18,000 FTE plus Pension.

Reporting to the Retail Area Manager

22.5 hours per week

6 month temporary contract

Based at shop premises in Cornwall (various locations)

#### Key relationships internal

- Retail Team
- Charity Shop Managers
- Logistics Shop Teams
- Volunteers
- Volunteer Managers
- Fundraisers
- Finance Team

#### 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 Relief Charity Shop Manager will be responsible for the smooth operations of shops they are covering at the request of the Area Manager. They will work cooperatively with other Shop Managers and the Area Manager to ensure that management cover and the overall objectives of the charity shops are met.*

#### Authority

*The Charity Shop Relief Manager will report to the Retail Area Manager. They will be responsible for the management of staff and volunteers at specific shop sites. They will be accountable for the shops that they will be working in, ensuring a safe and secure environment is maintained at all times.*

## Principle Accountabilities of the Role

- Run efficient and regular recycling and refuse systems to ensure efficient use of space in the shop
- To ensure that all financial controls and procedures are followed, including cash security
- 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 raise concerns relating to compliance with all aspects of Health and Safety legislation and risk management with the Area Manager
- To raise requests for maintenance with the Area Manager
- To optimise sales of donated stock through ensuring donations are being processed and ready for merchandising
- Communicating to the Store manager any commercial ideas or opportunities to help generate extra income
- 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
- To engage with volunteers in each location with a positive focus
- 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 support the promotion 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 provide cover for holidays, sickness, training and other occasions as directed by the Area Manager
- To foster and promote the values of the charity, and the organisations expectations of behaviours and attitudes, especially among volunteers, having high regard for the reputation of the charity.
- To attend meetings and training as required at the direction of the Area Manager.
- Adhere to all CAAT policies and procedures
- Adopt and promote the positive behaviours culture of Being Proud to be Cornwall Air Ambulance

## 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
- Flexibility to be able to travel to any Cornwall Air Ambulance charity shop location in Cornwall to provide cover
- 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

### How to apply:

Complete the Application form, carefully setting out how your qualifications, experience and knowledge matches the principal accountabilities of the role and the person specification. Send with CV and a covering letter to:

[jackie.davis@cornwallairambulancetrust.org](mailto:jackie.davis@cornwallairambulancetrust.org)

Jackie Davis  
Cornwall Air Ambulance Trust  
Trevithick Downs  
Newquay  
Cornwall  
TR8 4DY

The closing date for applications is midday on Wednesday 15<sup>th</sup> May 2019. Interviews will be held **Wednesday 22<sup>nd</sup> May 2019**.