

Job Description

Job title:	Charity Shop Manager
Reporting to:	Cluster Shop Manager
Location:	Launceston
Hours:	37.5 hours per week

Job Purpose

Manage and develop our Cornwall Air Ambulance Charity Shop to ensure income and Gift Aid targets are achieved. Responsible for the overall day-to-day management and operation of a charity shop, ensuring the store runs efficiently, effectively, and in line with the charity's goals and values. The manager will oversee stock control, financial performance, customer service, and fundraising activities to support the charity's mission.

Line Management Responsibilities:

Provide effective leadership to our volunteers, managing and supporting as appropriate to ensure they operate as an effective and motivated team.

Key Responsibilities

1. Volunteer Management:

- Recruit, train, and supervise shop volunteers.
- Foster a positive working environment and ensure volunteers are motivated and supported.
- Conduct regular performance reviews and provide feedback and development opportunities for volunteers.

2. Stock Management:

- Oversee the donation and sorting process, ensuring that all donated goods are processed and displayed appropriately.
- Maintain a high standard of stock presentation and ensure the shop is always clean and well-organized.
- Liaise with donors, ensuring a good relationship is built and maintained.

3. Financial Management:

- Ensure the shop meets or exceeds budget and gift aid targets and sales goals.
- Manage the till, cash handling, and banking procedures.
- Monitor and report on sales performance, including weekly/monthly reports on key metrics.
- Control expenditure and ensure the efficient use of resources.

4. Customer Service:

- Provide exceptional customer service, addressing queries and concerns in a friendly and professional manner.
- Encourage customer engagement with the charity's work, ensuring that customers are aware of how their purchases contribute to the cause.
- Develop initiatives to increase footfall and sales in the store.

5. Health and Safety:

- Ensure compliance with health and safety regulations and charity shop policies.
- Maintain a safe and secure environment for both customers and volunteers.
- Carry out regular safety checks and address any hazards immediately.

6. Marketing and Promotion:

- Assist in promoting the shop's events, sales, and special promotions.
- In conjunction with the Head of Retail and marketing team support local advertising strategies and social media initiatives.
- Build relationships with local businesses and community groups to enhance the shop's presence and encourage support.

7. Administrative Tasks:

- Manage and complete all necessary administrative duties, such as stock taking, reporting, and communication with head office.
- Keep records of all donations and sales transactions, ensuring compliance with charity guidelines

Requirements for Role:

Enhanced DBS check

Values

All staff must embody Cornwall Air Ambulance Trust's (CAAT) values and conduct business in a manner that reflects the values of our brand:

- **Kindness**

Showing compassion, empathy, and consideration towards others, fostering a positive and supporting environment.

- **Respect.**

Recognising the worth and value of others, embracing diversity and treating everyone with dignity

- **Integrity**

Standing true to moral principles, being honest and acting with consistency and transparency.

- **Progressive**

Embracing innovation, challenging the status quo, and continuously evolving for a better future.

- **Teamwork**

Working towards a common goal, combining individual strengths for collective success

This job description should be regarded only as a guideline of the duties required and is not definitive. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the job holder.

The job holder is required to act at all times in accordance with the Trust's agreed policies and procedures.

The post holder should sign below to confirm they understand the information provided in this job description.

Signed:

Date:

Person Specification

Charity Shop Manager Based at Launceston

Attributes	Requirements		Method of Assessment
	Essential	Desirable	
Qualifications, training & professional membership	GCSE English and Mathematics or equivalent	Level 2 or 3 Health and Safety Qualification	Application Form
Knowledge & experience	Experience of working and managing in a retail environment Retail Fashion experience	Experience of charity retail fundraising Experience of leading and developing a team of volunteers	Application Form Interview
Skills & abilities	Ability to work under pressure Excellent communication and interpersonal skills IT and database skills Knowledge of EPOS systems		Application Form Interview
Personal qualities	People focused, able to evidence interest and engagement within the local community Team Player “Can-do” Attitude	Enthusiasm and passion for Cornwall Air Ambulance’s work	Interview
Other	Ability to travel to other stores / Head office as required	Full UK driving license	Application Form