

# HOME-START CLACKMANNANSHIRE

## JOB DESCRIPTION



**JOB TITLE:** Charity Shop Manager (Retail)

**RESPONSIBLE FOR:** Volunteers

**ACCOUNTABLE TO:** CEO

**HOURS:** 26 hours per week (over 4 days – 6 ½ hours per day)

### MAIN PURPOSE

To manage Home-Start Clackmannanshire's charity shop with one other part-time Shop Manager, currently at 16 High Street, Alloa, ensuring efficient and effective management of staff, volunteers, premises and stock to provide a high-quality retail service and achieve sales targets.

To support the training and development needs of Volunteers within the Charity Shop

To support the development of our social enterprise to generate additional income.

To ensure that all appropriate standards of security and health and safety are met.

### **MAIN DUTIES:**

1. To maximise income and achieve sales targets in the Shop at 16 High Street, Alloa.
2. To ensure that the shop premises are always clean and tidy and that goods are displayed in an attractive and presentable manner.
3. To act as keyholder: to open and close the shop for agreed trading hours and ensure that the premises are secure on leaving. *To respond to an emergency call out if and when necessary.*
5. To recruit, train, support and supervise the work of the Volunteers in the charity shop, encouraging an active interest in the shop and the work of Home-Start Clackmannanshire.
6. To provide Support and Supervision to Shop Volunteers.
6. To ensure that the Shop is always appropriately staffed and establish appropriate rotas for staff and volunteers.
7. To generate stock donations to meet sales requirements; accept, sort, price and display stock in accordance with Home-Start Clackmannanshire's guidelines.
8. To take responsibility for stock control, including disposal of unsold donations at the best possible return.
9. To work with the CEO to:
  - Publicise the charity shop;
  - enhance the image of Home-Start Clackmannanshire;
  - ensure that all queries about Home-Start Clackmannanshire's services are signposted to its main

office and that information held at the shop is up to date; • maintain good relations with the public, trade councils, landlords and neighbouring retailers.

11. To develop a programme of themed window displays. To work with the team to incorporate other aspects of the charity's work at regular intervals in these displays.
12. To make regular reports to the CEO on the performance of the shop and its staff and volunteers.
13. To ensure that all Home-Start Clackmannanshire's administrative and financial procedures are followed including banking, cash register reconciliation, weekly returns, and volunteer records.
14. To assist with maximising Home-Start Clackmannanshire's fundraising and marketing opportunities.
15. To work closely with the team/CEO to ensure that any problems that may arise in the Shop are resolved quickly and effectively.
16. To ensure that staff and volunteers are aware of and comply with Home-Start Clackmannanshire's Health and Safety Policy. To ensure statutory responsibilities are met concerning fire regulations. To report to the CEO any incidents or potential incidents in the charity shop's premises to comply with Home-Start Clackmannanshire's Health and Safety Policy.
17. To ensure that Home-Start Clackmannanshire's Equality and Diversity Policy is adhered to.
18. Any other duties which are consistent with the duties and responsibilities of the post.

#### **OTHER FEATURES OF THE JOB**

Current expectations are that the post-holder will be expected to work 26 hours over 4 days. Some flexibility in the working hours will be required from time to time. Both Shop Managers will be expected to cover each other's holiday periods. The post-holder will be expected to travel for training purposes, and, if required, to collect donations. Travel expenses will be paid.

The annual leave entitlement will be (4 weeks) 104 hours annually and pro rata Public Holidays (65 hours)

This job description will be reviewed from time to time and may be updated depending on the changing needs of the charity.

Updated: July22