

**Shop Manager**

Job Title: Shop Manager

Accountable to: DDT (Trading) Limited Board

Reporting to: Chair, DDT (Trading) Limited

Salary: £30,000 p.a.

Hours: 37.5 hours per week over 5 days including some Saturday working

Location: 27 High Street, Dunblane, FK15 0EE

Contract: Permanent

Pension: 3% Employer’s contribution

Holidays: 20 days per year plus Scottish gazetted public holidays

**The Giving Tree**

The Giving Tree is a thriving charity shop in the heart of Dunblane. When Mary’s Meals announced the closure of their charity shops early in 2023, Dunblane Development Trust were determined to find a way to save their local shop. The Dunblane branch first opened over 20 years ago when the charity was still known as Scottish International Aid. Throughout this time it has raised money for international development through selling high quality and affordable second-hand goods. The High Street shop, now renamed The Giving Tree, reopened to the public on 17th November 2023 as part of Dunblane Development Trust.

We were pleased that staff and volunteers transitioned to The Giving Tree as part of the process. Since then, the Giving Tree has been involved in a wide range of new initiatives, such as an annual fashion show and a 70s disco – raising money for charity as well as promoting second hand fashion.

Our Shop Manager has now decided to take a step back but will be available for an orderly handover and as a shop volunteer to provide ongoing support and transition. The Shop Manager role is supported by a team of 40 volunteers, administration support from the DDT Administrator, and guidance and support from the DDT (Trading) Board. DDT (Trading) Limited is a wholly owned subsidiary of Dunblane Development Trust, which is a membership-based community company with charitable status.

Profits from the shop support both local and international charities. Dunblane Development Trust will use funds locally to support community projects, including grants for local charities and non-profit organisations. The Duncan Hospital Charitable Trust is our current international charity, supporting healthcare and vital community projects in the Bihar area of India.

**Job Purpose**

To manage the day to day running of The Giving Tree through motivating the team of staff and volunteers. To ensure an effective, happy, and safe working environment. To support a strategy for growth and produce a regular and significant funding stream to support Dunblane Development Trust (DDT), local community projects, as well as providing donations to international aid. To raise awareness of DDT’s vision and to add social value and vibrancy to Dunblane High Street.

Due to the nature of this job we are looking for someone working full-time. However, we are willing to consider applications from people looking for part-time or flexible working arrangements if appropriate to the role requirements.

**Key Responsibilities**

*Retail and Customer Service*

* Manage the day to day running of the shop.
* Follow Giving Tree policies and procedures for donation and stock management, stock pricing and rotation to maximise profit, and recycling.
* Ensure all goods sold are compliant with trading standards and other relevant legislation.
* Show creativity in shop window and internal displays and ensure they are regularly

changed and visually appealing.

* Ensure the shop and back-room storage is clean and well maintained.
* Lead for health and safety, including ensuring relevant legislation is followed, conducting risk assessments and reporting any incidents.
* Create a welcoming, customer-focussed environment providing excellent customer service.
* Ensure supply of consumables is managed effectively and purchase costs are kept to a minimum (working with DDT Administrator).
* Explore ways of engaging with the local community to increase footfall and increase sales, including events, marketing activities, social media and website updates (working with DDT Administrator).
* Ensure any building maintenance issues are dealt with promptly and cost effectively.
* Regularly review policies and procedures.
* Ensure compliance with GDPR legislation.

*Leading and Managing*

* Ensure staff and volunteers are engaged, motivated and provide excellent customer service.
* Recruitment and line management of staff and volunteers, including annual reviews.
* Liaise with the Shop Supervisors (or assistant manager) to create a volunteer rota which meets the operational needs of the shop and ensures appropriate delegation of tasks.
* Ensure that staff/volunteers are kept up to date with any changes, and that there is a mechanism to feed back any concerns, suggestions, or comments.
* Resolve day to day issues with colleagues and 3rd parties.
* Ensure staff and volunteers are correctly trained and that there are written procedures in place.
* Identify opportunities for own development, and the development of staff and volunteers.
* Lead by example, communicate effectively and accept personal responsibility.
* Provide monthly/quarterly update on team activity to the Board, and lead shop management meetings.

*Financial*

* Ensure all Dunblane Development Trust policies and procedures are followed, including cash handing and banking procedures.
* Develop and manage shop budget, tracking income and expenses, and ensuring financial records are accurate (working with DDT Administrator).
* Assist with grant applications and funding reports.
* Regularly analyse sales data to maximise sales.

**Person Specification**

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| Essential | Desirable |
| Proven experience of working in a customer focused environment | Previous retail experience |
| Experience of people management | Experience of volunteer management |
| Self-starter with the ability to work with minimal supervision, solve problems, and able and willing to make decisions, delegate, refer or consult when necessary | Good demonstrable understanding of the charity sector and relevant legislation. |
| Good organisational skills, with a keen eye for accuracy and detail. | Experience of grant applications and funding reports |
| Excellent communication skills with the ability to liaise with staff and volunteers at all levels. | Experience of updating websites and social media |
| Ability to manage conflicting demands and changing priorities. | Experience of partnership working with community organisations |
| A credible and reliable person who can deal with various elements of customer service. |  |
| Sound experience of working ‘hands on’ as part of a small team, in a supportive, flexible, and friendly manner. |  |
| Able to work flexibly including evenings and weekends. |  |
| Financially literate. |  |
| Good computing skills including working knowledge of Word and Excel. |  |

Application notes

Please apply by sending a CV and covering letter to Ian Gill, Treasurer, DDT Trading Limited, Braeport Centre, Braeport, Dunblane, FK15 0AT or by email to thegivingtree.finance@gmail.com.

Closing date: Friday 25th July 2025.