**Rain Rescue Charity Shop Manager Application Pack**

Please return by email to info@rainrescue.co.uk or by post to FAO Lauren, Rain Rescue, Summerfield Lodge, Moat Lane, Rotherham, S66 1DZ by no later than May 1st. Rain Rescue reserves the right to close the vacancy early should they so wish.

**Cover Notes & Job Role Information**

**Introduction and background**

Rain Rescue based in Rotherham, South Yorkshire is currently seeking a self-motivated Charity Shop Manager. As a Shop Manager, you will recruit, train and lead a team of volunteers in order to maximise the shop's financial contribution to the Rain Rescue’s core work saving pets from crisis situations and finding them loving new homes. This will be done through a range of methods including face to face selling within the shop located at Thurcroft, Rotherham as well as generating income through sales online i.e eBay, Social Media etc. You will be energetic, enthusiastic with a real passion for sales, and customer service.

Rain Rescue is a growing yet small charity which has an excellent local reputation and an excellent track record as since it formed in 2002 and has since saved the lives of thousands of pets and supported many pet owners in desperate need. We are proud to deliver around 8000 days and nights of care to homeless pets every year.

To find out more about us please visit us at : www.rainrescue.co.uk

**Job Description & Person Specification**

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| **Job Title:** | Charity Shop Manager (Job Share) |
| **Place of normal work:** | Woodhouse Green, Thurcroft, Rotherham, S66 9AQ |
| **Rate of pay:** | £8.21 per hour |
| **Hours of work:** | Contracted to 22.5 hours3 days out of 6Monday - Saturday 9.00am - 5.00pm - flexible |
| **Responsible to:** | HR & Administration Manager |
| **Responsible for:** | Charity Shop Volunteers |

**Main Purpose of the Role:**

To be responsible for the effective management of all aspects of the day-to-day running of the Charity’s Shop, including management of volunteers with the aim of achieving optimum profit by maximising sales and minimising expenses whilst ensuring the shop operates in line with the Charity’s policies, procedures and legal obligations.

**Main Duties and Responsibilities**

**RETAIL**

1. To be responsible for the day-to-day management of the Charity Shop, including the allocation of duties, coaching and support to volunteers within the facility.
2. To ensure the Charity’s shop achieves it full sales potential and meets targets as set by the senior management team.
3. Maximising profits through promotion and coaching of best practice of visual merchandising, pricing levels and customer service.
4. To identify opportunities to increase footfall and awareness and, in turn, larger profits.
5. To identify opportunities to generate other retail income and best prices for donated stock.
6. To identify how to minimise threats and weaknesses to the business through effective SWOT analysis and take relevant action.
7. To manage all aspects of stock including donated items, charity property as well as consumables and stationery, ensuring levels are sufficient to carry out duties effectively. To ensure that the shop has sufficient saleable stock and to give training, support and guidance to shop volunteers on the generation of adequate supplies of donated stock.
8. To check that the shop sales areas are well stocked with clean attractive and saleable stock and that an efficient rotation system is carried out by the shop volunteers.
9. To oversee that incoming stock is efficiently sorted and prepared for sale and that stock and sort rooms are properly organised, providing feedback and coaching to volunteers as needed.
10. To oversee the disposal of donated goods which are unsuitable for sale through the Charity’s shop at the best possible prices and within current policy guidelines and local arrangements..

 **VOLUNTEER MANAGEMENT**

1. To recruit and manage the volunteer team, providing guidance, feedback and coaching as required and management of performance through general feedback as well as regular meetings ensuring they are fulfilling their job role and responsibilities.
2. To create a team of volunteers who are effective in running the shop in the absence of the manager.
3. To promote good practice and support the team in the achievement of agreed targets, meeting business needs and addressing issues as they occur. To maintain proper discipline and reward in the shop, particularly with regard to time keeping, trading hours, absence reporting, security, good standards of work and management.
4. To keep proper records of volunteers and to ensure that the necessary documentation is submitted accurately and punctually complying with data protection legal obligations as well as for training record purposes.

**HEALTH AND SAFETY**

1. To ensure the facility and surroundings are maintained in a tidy and presentable standard and secure at all times, creating an environment that is pleasant and safe for customers, staff and volunteers, ensuring shop managers maintain this standard.
2. To oversee all health and safety measures and procedures are observed and adhered to by volunteers and the general public within the facility. To ensure regular health and safety checks are carried out by shop manager and reporting any accidents or incidents promptly and correctly.
3. To consider the safeguarding of volunteers at all times, including ensuring the lone working procedure is implemented and followed.
4. To be responsible for security, keeping a strict list of access and key holders.

**GENERAL**

1. To develop and grow the Charity’s shop business through improvement of teams, recruitment of new volunteers, training and coaching as well as supporting the setup and management of any new retail premises/outlets as the retail sector grows.
2. To be responsible for administration and documentation including, but not limited to, record keeping, cash handling, banking and volunteer management. To ensure that cash control, cash handling and banking procedures are properly followed.
3. To ensure in-store administration procedures are followed by managers and volunteers including but not limited to Gift Aid and VAT.
4. To ensure the ownership of the cost effectiveness of all operations and activities.
5. To be responsible for dealing with public enquiries and replying in a timely and professional manner including, but not limited to, telephone, in person, social media and email enquiries.
6. To demonstrate excellent customer service, present a positive and professional image at all times and be an ambassador for the Charity.
7. To deal with customer complaints both effectively and efficiently in line with the Charity’s complaints procedure.
8. To have sufficient knowledge of the activities and policies of the Charity to be able to answer reasonable queries from staff, members of the public and organisations, coaching staff to do the same.
9. To provide support in organising fundraising events, ensuring they are appropriately staffed and promoted.

**AUTHORITY**

* The Shop Manager is authorised to liaise with other charities, suppliers, staff and volunteers, and any other organisations that might be necessary in the performance of these duties. The jobholder is also authorised to liaise with the HR & Admin Manager in order to maintain up to date information and materials as part of the Charity’s information section. With that authority, all contact must be made with consideration that the jobholder is acting as an ambassador for the Charity.

**OTHER DUTIES**

* This job description summarises the main duties and responsibilities of the job. The jobholder may be required to undertake other appropriate duties as required by the needs and demands of the Charity from time to time.

**PERSON SPECIFICATION**

In addition to undertaking the duties outlined above, the jobholder will be expected to fully adhere to the following:

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| Equality: | Act in accordance with the Charity’s Equal Opportunities Policy, which is designed to prevent discrimination of any kind and ensure equality of opportunity is a key principle that is continually embraced. Undertaking all duties in a way that values others and does not discriminate and promotes equality. |
| Operational: | Ensure that all duties are carried out in line with the Charity’s health and safety, operational, performance management, personnel, data protection and financial regulations, policies and procedures. |
| Corporate Image: | Adopt a corporate image at all times and always act in the best interests of the Charity. |
| Confidentiality: | Maintain absolute confidentiality with the regards to the Charity’s information, procedures, ways of working and clients. |

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| **Experience and Knowledge** |
| Experience of working in a similar role |  |
| Experience of fundraising and income generation through retail opportunities |  |
| Understanding of the work of the Charity |  |
| Understanding of health and safety rules and procedures |  |
| Knowledge of budgets and how to operate a cost-effective sector |  |
| Experience of managing staff and/or volunteers |  |
| **Skills and Qualifications** |
| Excellent customer service skills |  |
| Ability to take care of own health and safety and that of others who may be affected by their acts and omissions |  |
| Strong leadership and motivational skills with the ability to build and motivate a team of staff and volunteers successfully |  |
| Good communication skills |  |
| Good relationship building skills |  |
| Ability to make sound judgements |  |
| Ability to prioritise multiple demands |  |
| Confident IT skills |  |
| Strong organisational and time management skills |  |
| **Personal Qualities** |
| Presents a positive and professional image at all times |  |
| Personable and involved |  |
| A positive attitude: a ‘can do’ approach, good work ethic and willingness to learn |  |
| Undertakes all duties in a caring, understanding and empathetic manner |  |
| Commitment, enthusiasm and passion for the role and the charity’s cause |  |
| Results-driven but with the recognition of the right results the right way |  |
| Committed to achieving the highest retail standards at all times |  |
| Team player, but also able to work independently with a degree of self-sufficiency |  |
| Demonstrates independent thinking and problem solving |  |
| Ability to take responsibility for job role |  |
| Ability to take on a range of tasks and see them through to completion |  |
| Reliable, honest and flexible |  |
| Able to adapt to a rapidly changing environment |  |
| Works with integrity, impartiality, fairness and the ability to respect confidences |  |

**Charity Shop Manager Application**

**Your Details**

|  |  |
| --- | --- |
| **Full Name** |  |
| **Address inc Postcode** |  |
| **Telephone** |  |
| **Email** |  |

**Work History**

Please tell us about your work experience or employment history over the past 10 years. If you have attached a CV to this application please state ‘see CV’

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**Please use this space to tell us how your skills, experience and knowledge and any other factors make you a suitable candidate for this role.** Please reference the covering sheet and job description for what is required in this role.

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**References**

Please give names, addresses and telephone numbers of two people who can provide references for you. One must be your last or current employer. We do not approach referees until after interview and not without prior consent.

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| --- | --- |
| **Referee 1** | **Referee 2** |
| Name : | Name : |
| Address : | Address : |
| Telephone : | Telephone : |
| Email : | Email : |
| Job Title & Company : | Job Title & Company : |
| Relationship to you : | Relationship to you : |

**Criminal Convictions**

You will be required to inform us if you have ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974.

A criminal incident from an applicants past, will not automatically lead to the rejection of that applicant. We will assess whether the nature of the incident poses an unacceptable risk in relation to the position and the situation in which you would be working.

We reserve the right to withdraw any employment offer on these grounds.

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1997?

Please tick

* Yes
* No

**Confirmation**

To the best of my knowledge, the information I have supplied on this form is correct. I understand that giving false or misleading information or omitting relevant information could disqualify my application which, if I am appointed, could lead to my dismissal.

**Signed : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date : \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_\_\_**

All short listing will be carried out on a completely fair basis with Equal Opportunities Legislation and Policy. Regretfully we cannot reply to all applications.