

**Job Description:**

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| Responsible to | Senior Manager |
| Salary | £26,845 Point 17 |
| Hours per week | 35 Tuesday to Saturday |
| Annual Leave per annum | 25 days plus bank holidays |
| Main base | Wesley Community Furniture, St Wilfrid’s Church Hall, Birchvale Close, Hulme, Manchester, M15 5BJ |
| Contract | Permanent |
| Level of DBS check | Basic DBS |

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| Main aims of the post |
| * To be responsible for the effective and efficient running of the shop, maximising income, and minimising costs. * To increase our environmental impact and reduce items going to landfill. * To ensure we supply household items at good prices to the local community. * To set up workshops and groups. |

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| Main duties of the post |
| * To lead, manage and develop the team including providing regular supervisions and coaching |
| * Be responsible for the smooth running and development of the Wesley community furniture shop |
| * Deliver against agreed monthly financial targets and KPI’s |
| * Drive new business into the shop |
| * Visual merchandising of stock |
| * Work with the local community, businesses, and charities to ensure we are increasing opportunities and serving the needs of local people |
| * Increase donations and gift aid to the shop |
| * Take an active role in marketing including social media, print and digital |
| * Manage online/digital sales, identify specialist stock that will maximise income |
| * To manage data collection, analysis and record keeping and report as required |
| * Working within budgets, financial reporting, raising and processing invoices |
| * To be responsible for safeguarding and incident reporting |
| * Ensure business complies to the Health and Safety policy and internal audit. |
| * Calculate, promote and improve the environmental impact of the charity’s activities |
| * Recruit, induct, and manage a team of volunteers |
| * Work with the Operations manager to identify and create new income streams |
| * Work with the wider team to develop, run and promote groups and workshops with a repair, environmental and recycling focus |
| **General work related expectations** |
| 1. To work within the Big Life group mission and values |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To have knowledge of and work in accordance with all relevant legislation |
| 1. To undergo regular supervision and annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |



**Person Specification – Shop manager**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment: A = Application form; I = Interview; T= Test; P= Presentation

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Experience of management in a retail-based charity setting | A/I |
| 1. Experience of recruiting, training, and effectively managing a staff and volunteer team | A/I |
| 1. Experience of working to KPI’s and financial targets within a retail environment | A/I |
| 1. Experience of using a variety of different IT platforms e.g., EPOS, spreadsheets, and databases | A/I |
| 1. Experience of collecting and analysing data | A/I |
| 1. Experience of managing compliance of Health and Safety standards | A/I |
| 1. Experience of increasing income through online selling platforms | A/I |
| 1. Experience of setting up and running groups and workshops (desirable) | A/I |
| 1. Experience of driving a delivery van (desirable) | A/I |
| 1. Experience of effectively working under pressure | A/I |
| **2.Skills** |  |
| 1. Ability to effectively work with a range of people with different skills and backgrounds, both internally and externally | A/I |
| 1. Funding bid writing | A/I |
| 1. Ability to identify new income generating opportunities and implement | A/I |
| 1. Ability to work flexibly and to cover all aspects of the business as required | A/I |
| 1. Ability to generate reports as and when required. | A/I |
| 1. IT skills including Microsoft Word, Excel, Outlook and databases | A/I |
| 1. Ability to communicate clearly and effectively both verbally and in writing | A/I |
| 1. Ability to develop and maintain a strong social media presence | A/I |
| **3.Knowledge** |  |
| 1. Knowledge of the charity/social enterprise retail sector, particularly furniture, household goods and clothing | I |
| 1. Good knowledge of environmental issues | I |
| 1. Knowledge of online selling platforms | I |
| 1. Knowledge of higher value items that will maximise income for the shop | I |
| 1. Knowledge of the barriers and lifestyle issues that the client groups we work with face | I |
| **4. Personal** |  |
| 1. Positive outlook and a ‘can do’ attitude | I |
| 1. Personal resilience and flexible attitude in the face of difficulties | I |
| 1. Commitment to working towards the Big Life group’s mission and values including having a non-judgemental approach | I |
| 1. Commitment to personal development and willingness to regularly update skills and experience | I |