

Job Description

Title of Post: Shop and Hub Manager

Responsible to: External Communications Manager



The charity shop/ hub manager is responsible for helping to set-up and managing the new St Petrock's charity shop and hub. A new and exciting opportunity: this is the first "shop" on the High Street for St Petrock's and will start with a six-month trial. If successful and profitable, the shop can be established longer term.

As Shop Manager you will be providing a welcoming, educative and commercial environment for our customers. Highly organised, you will receive and sort donations, allocate appropriately for St Petrock's use or sale, in line with current needs. You will gain the best value of sold donations by selling them through our Shop, online or external recycling organisations.

Responsible for setting up and managing apposite social media pages to advertise various events and items for sale.

You will be the key interface between St Petrock's and local supporters, helping to increase the understanding of our work in the local community.

Responsible for creative displays and seasonal merchandising, you will manage staff and a team of volunteers (at a later stage, these might also include clients of St Petrock's) to deliver a high standard of retail operations and hub events to ensure that visitors have a positive experience.

It is expected that, in collaboration with the communications manager, and with the co-operation of the team members, the charity shop/ hub manager will share and promote the purpose, achievements and vision of the organisation.

You will be responsible for recruiting and managing a strong team of volunteers; ensuring they are trained in all aspects of the retail operation including cash handling, customer service, merchandising, sorting, pricing and good housekeeping. It is important that you and your team have a strong ethos for recycling and make links within the community so that any waste is limited. You will be responsible for your trading budget ensuring charity shop is profitable.

The charity shop/ hub will initially be open 5 days a week – Tuesday- Saturday (10am-4pm). Some Sundays and Bank Holidays may also be required.

Main Responsibilities:

1. To serve and assist customers in the charity shop ensuring an excellent standard of customer service is maintained.
2. Working closely with the External Communications manager to design, develop and build strong local community support for the shop, thus raising the profile of St Petrock's.
3. Working with Princesshay, support and develop a programme of activities/ talks on the theme of "circular fashion"
4. To manage the cash handling and credit card procedures, operate the till effectively and account for daily takings.
5. To ensure all administrative procedures are completed accurately and within the agreed timescales.
6. To manage staff and volunteer rotas, ensuring adequate cover at all times.
7. To help set up and manage the Gift Aid system and ensure information is kept confidential and accurate records maintained.
8. To help set up and manage daily recycling collections to ensure no build-up of waste items accumulates, thus ensuring a safe working environment at all times.
9. Respond to requests for information/ clarification from colleagues and customers. Learn about and disseminate key information about St Petrock's to the public.
10. Ensure the charity shop is clean, well-stocked and merchandised creatively to seasonal display such as Valentine's, Christmas, Summer etc.
11. To take responsibility for the security of the premises at all times.
12. To work in partnership and guide staff team as to sorting and pricing stock.
13. To ensure weekly sales targets are achieved.

PERSON SPECIFICATION:

Job holders are expected to demonstrate achievement in the following competencies and areas of knowledge and experience:

Competencies	
Service Focused	<ul style="list-style-type: none"> - Focuses on developing the viability of the shop outlet model. <ul style="list-style-type: none"> - Familiarity with the aims and values of St Petrock's. - Works effectively in partnership with others - Strong commitment to customers Working towards engaging service users as volunteers. - Portrays the organisation in a positive light
Clarity of Purpose	<ul style="list-style-type: none"> - Delivers objectives and targets linked to the charity shop and hub. Delivers clear and accurate information about homelessness to customers. Has a strong interest in issues of sustainability and develops an understanding of "circular fashion". Constantly raises the profile of the charity. - Exercises a good level of judgement and is confident in decision making - Takes ownership for decisions that affect self, others and the organisation, within their range of responsibility
Embracing Change and Innovation	<ul style="list-style-type: none"> - Contributes to continuous shop improvement - Understands the need for change; responds positively and actively contributes to that change - Is responsive, flexible and positive - Is creative and innovative and able to bring improvements in systems and practices
Team Working	<ul style="list-style-type: none"> - Maximises the contribution of self and others to the organisation - Provides constructive and positive feedback to staff and colleagues. - Is supportive of others and shares knowledge, ideas and resources - Listens to others and shows sensitivity to their needs, positions and points of view - Sees productive conflict as normal and healthy and effectively handles disagreements and differences of opinions - Motivates and inspires others
Effective Communication	<ul style="list-style-type: none"> - Respectful and courteous - Uses appropriate methods of communication

	<ul style="list-style-type: none"> - Clear with own boundaries as well as those of others including service users - Able to communicate effectively with different individuals and partners including clients, colleagues, customers and members of the local community - Able to collect, collate and present relevant information about the shop/hub
Efficiency and Effectiveness	<ul style="list-style-type: none"> - Plans work efficiently to maximise effectiveness - Takes action to promote a positive working environment - Plans, prepares and reviews own work and identifies potential future problems - Consistently performs to a high standard and takes action to solve problems in a timely manner - Conscientious and professional - Tact and discretion for dealing with confidential information
Managing and Developing Self	<ul style="list-style-type: none"> - Self critical and reflective - Emotionally resilient and develops ways to manage stress and pressure of the job - Identifies learning and development needs to enhance performance and contribute to the achievement of the organisation's objectives - Assesses and continually develops own competence, seeking and accepting feedback from others

Knowledge, Skills and Experience

<ul style="list-style-type: none"> a) Strong and demonstrable experience of managing a charity shop. b) Previous experience in developing a community resource and managing events. c) Strong merchandising skills. d) Ability to communicate with a wide cross-section of people. e) Ability to make effective use of a range of social media platforms, networks /in order to sell any high valued stock online. Train team to recognises items of high value. f) Ability to build links with local Auctioneers so as to gain a higher price per item.
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- f) Ability to work independently using own initiative whilst remaining accountable to line management.
- g) An understanding of the causes and effects of homelessness.
- h) Promote St Petrock's as an employer and service provider. Support raising the profile of your charity.
- i) An honest, reliable, flexible and creative approach.

To be demonstrated at interview

- a) The ability to manage a charity shop
- b) An understanding of what is required to build effective and lasting relationships with customers and local community with a view to raising the profile of St Petrock's.
- c) Flexibility and willingness to creatively and actively contribute to a new project.

Limitations applicable to this post:

This is a temporary contract subject to funding.

Remuneration:

The salary for this post is £20,720 p.a.

Salaries are paid monthly in arrears, by the last day of each month and are paid by bank transfer.

Hours of work:

The normal hours for this post are 37.5 hours per week agreed between the hours as noted below. Occasional Bank Holidays may need to be worked but TOIL (time off in lieu) can be accrued.

Tues – Saturday – 9am to 5 p.m.

A 1/2 hour lunch break will be taken daily

Work may involve occasional early evenings and weekends.

Pension contributions:

St Petrock's (Exeter) Limited operates an auto-enrolment pension scheme with NEST. Two contribution options are offered. Under the basic option contributions are calculated on an employee's qualifying earnings at the rate of 5% employer contribution and 2.4% employee contribution. After a qualifying period of employment an employee can choose to join the higher rate option. Under this option contributions are calculated at the same %'s but on total, not just qualifying, earnings. Full details of the scheme are made available upon enrolment.

Annual Leave:

25 days per year plus 8 days off on bank holidays (or days in lieu if required to work on a bank holiday) with an additional day for every year accrued after 5 years in employment to a maximum of 30 days after 10 years' employment.

If you would like to discuss the post further, please contact the External Communications Manager, Lucy Patrick on 01392 422396 or email lucy@stpetrocks.org.uk.