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Job: Charity Shop Manager

Job Title Charity Shop Manager

Accountable to: CEO, CAPE SHOPS Ltd Board of Trustees.

Location: Acton London W3

Community Activities Project Ealing (CAPE) was founded over 20 years ago, to meet the needs of individuals living with mental health needs in the local community. Our founding service was a safe place in the form of a Café where people could meet and take up peer support. This service continues to this day. However, over the years we have recognised that we are working with a wide range of needs that have an impact on an individual's mental health and well-being, so we have developed and continue to develop a suite of services to respond to a wide range of needs. We focus on the individual not just the diagnosis, which encourages us to recognise that each person is different and has complex needs and so our response needs to be multi-layered.

Job Purpose

We are a growing and thriving charity shop brand. We believe in serving our local community, creating a positive shopping experience for our customers and ensuring our donors know that we are grateful for their support. You will support and develop a strong volunteer team to meet income targets and create a thriving, profitable retail business, supporting and endorsing our values and brand, and raising as much money and awareness as possible in the local community. You will work alongside our On-line Sales Manager to set up and explore other sales channels to maximise income and profit from donated goods to ensure the sustainability of CAPE Charity in the future.

Key responsibilities will include

- Build strong relationships based on trust, mutual respect and understanding through hands on induction training and creating a fun and socially accepting atmosphere.
- Empower volunteers to deliver and maintain exceptional retail standards, including visual merchandising, customer service, stock generation and management, range selection and effective pricing through on-going training and development.
- Ensure the shop is a safe, pleasant working environment; ensuring the shop is a great place to volunteer.
- Take ultimate responsibility for ensuring the shop is managed in accordance with the organisation's policies and procedures in relation to finance, property, product and stock management.
- Manage and minimise risks to meet all safeguards in relation to financial procedures, health & safety and safeguarding.
- Take all reasonable steps to secure CAPE's property from theft and damage.
- Develop, maintain and lead a diverse team of volunteers to become a high performing team through individual coaching and shop meetings.
- Monitor and analyse financial performance and budgets to make informed commercial decisions.
- Support and encourage groups of volunteers to share knowledge and initiatives where appropriate and facilitate learning between people to optimise retail practices such as pricing, merchandising and display.
- Network the shop into the community through events and fundraising initiatives if required

Experience required will include

- Good basic education (literacy and numeracy)
- Retail skills training
- Experience of recognising stock potential to generate income
- Ability to research and generate highest sales value for donated goods
- Experience with merchandising, visual displays, shop layouts and window design
- Ability to sort and process donations
- Good interpersonal and communication skills and an ability to relate effectively with all levels, customers, staff and volunteers

- Experience in a retail or related environment, working with the public/customers
- Experience in handling cash/cashflow systems and to collate financial information
- Supervisory experience
- Ability to coach and motivate a team of volunteers
- Understanding of the importance of good customer service: resolve issues pro-actively to highest standards
- Ability to implement working practices/procedures
- Experience of electronic tills and card machines
- Knowledge of basic Health and Safety and Fire regulations with the ability to identify potential risks
- Computer literate, with good IT skills.
- Knowledge of Gift Aid
- Must be willing to work the occasional Saturday/ Sunday as required in line with peak trading periods such as Christmas and sales promotions
- Applicants should be aware that this role involves manual handling of goods and equipment

Essential Skills Required

- Supporting CAPE: Communicates to the team and others about how they all contribute to CAPE's strategic direction.
- Taking responsibility: Plans and agrees and achieves SMART objectives.
- Solving problems: Support team to develop new ideas and change things for the better within our shops.
- Valuing customers: Engage with customers on their terms, using different approaches to suit the situation.
- Working as part of a team: Manages differences constructively, dealing effectively with conflict and valuing diversity.
- Experience of working with budgets
- Positive in outlook, enthusiastic and flexible in approach to work
- Strong team player, able to achieve results through others
- Understanding of and commitment to equal opportunities policy and practice
- Calm under pressure and in emergencies

Desirable Skills Required

- Experience of conducting staff appraisals and / or performance development reviews
- Knowledge of merchandising and displays
- Possess an interest / awareness in fashion trends
- Experience of working in a charity shop

Terms and Conditions

Job title: Temporary Charity Shop Manager

Accountable to: CEO and CAPE SHOPS Ltd Board of Trustees

Salary: £21,000 per annum + 5% pension

Annual leave: 25 days.

Probation period: Six months

Notice period: 2 months

Hours: 37 hours per week (**flexible over 6 days**)

Interview date 5th July 2018