

Shop Manager

The role of Shop Manager is suited to someone with extensive retail experience, ideally in charity retail. They will be responsible for running our newest and largest pre-loved store situated in Whitchurch, Cardiff and will lead on stock management, merchandising, gift aid and all other aspects of running a busy, vibrant flagship shop. They will work with volunteers, as well as other staff, and be able to deal confidently with customers, donors, and charity supporters.

About Cerebral Palsy Cymru

We are the leading charity in Wales for children and families living with cerebral palsy. As a national Centre of Excellence and experts in the field of cerebral palsy, we provide specialist physiotherapy, occupational therapy, and speech & language therapy in a transdisciplinary way so that each child benefits from the combined expertise of our therapists. Our Family Support Service offers a listening ear, practical advice, and emotional support. We share our knowledge and skills through collaborative working, courses, national and international conferences.

All income raised by our charity shops funds the vital therapy provided by our charity to children with cerebral palsy.

JOB DESCRIPTION



Title of post:	Shop Manager
Hours:	Full time (36.25 hours per week)
Contract:	Permanent (probationary period of six months)
Salary:	£11.43 per hour (£21,546.49 per annum)
Location:	Cerebral Palsy Cymru Charity Shop in Whitchurch
Line Manager:	Retail Operations Manager
Summary:	To be responsible for the successful running of one of Cerebral Palsy Cymru's charity shops

Job Outline:

This role for a Shop Manager is suited to someone with extensive retail experience, ideally in charity retail. You will be responsible for running one of our Charity shops and leading on stock management, merchandising, gift aid and all other aspects of running the shop. You need to be able to work with volunteers as well as other staff, and be able to deal confidently with customers, donors and charity supporters. Candidates must have excellent customer service skills. All income raised by our charity shops funds the vital therapy provided by our charity to children with cerebral palsy.

Duties and responsibilities:

Shop management

- To maximise shop sales while delivering a high standard of customer service.
- To maximise Gift Aid revenue in order to achieve or exceed targets.
- To manage merchandising and displays and to initiate marketing campaigns and promotions to ensure the shop is attractive and competitive
- To manage the stock room systems to ensure quality control, stock density and rotation.
- To process shop administration efficiently.
- To take responsibility for the shop's appearance to ensure a high standard of visual merchandising, cleanliness and tidiness.

People and leadership

- To maintain and develop good channels of communication with colleagues in Cerebral Palsy Cymru's retail team as well as with local communities and organisations
- To ensure security of cash, stock, staff and premises and adhere to the charity's cash handling procedures.
- To recruit volunteers.

- To train, supervise and manage Deputy shop staff and volunteers in all aspects of working in the shop.
- To maintain an awareness of developments in the charity shop sector.
- To complete all administrative tasks as required by Retail Operations Manager and Head of Fundraising & Retail.
- To provide cover for other Shop Managers in the Cardiff and South Wales area as required by the Retail Operations Manager.

Health and Safety

- To ensure the efficient and safe management of the shop by following all health and safety guidance and procedures.
- To follow all appropriate hygiene guidance to keep the shop a safe place for staff and customers.
- To follow all housekeeping guidance to keep the shop a tidy and pleasant place for staff and customers
- To liaise with Retail Operations Manager about security, repairs and maintenance for the premises.

Other

- Participate in team meetings and engage with the wider staff team when appropriate.
- To maintain confidentiality at all times and adhere to Cerebral Palsy Cymru's confidentiality policy.
- To follow and remain up to date with Charity policies and procedures
- Carry out any other reasonable tasks as may be required.
- To maintain awareness of the work of Cerebral Palsy Cymru.

You may also be asked to provide holiday cover or sickness cover at times to be agreed. This will be paid at the hourly rate noted above.

This role is based in Cerebral Palsy Cymru's charity shop in Whitchurch. You may also be required to work in our other charity shops.

Person Specification: Shop Manager

The post holder must have the following experience, skills and knowledge:

Experience

- Extensive experience of retail management (charity retail desirable)
- Staff management and volunteer management experience
- Experience of working to budgets
- Experiences of sales and merchandising

Skills, abilities and knowledge

- Dynamic and positive approach to sales generation
- Excellent customer service skills
- Able to prioritise and problem solve effectively
- Able to take initiative, be innovative and responsible while complying with charity's guidelines and policies
- Able to manage relationships with other staff and volunteers

- Strong team working skills and ability to adapt to varying environments
- Able and willing to undertake all aspects of stock management
- Knowledge of best practice in working with volunteers
- IT literate using Word, Excel, EPOS till software

Qualities

- Self-motivated; able to work with the minimum of supervision
- A can-do attitude; positive team player
- Empathy with and commitment to Cerebral Palsy Cymru's values, purpose and environment

Other requirements

- Desirable - Full clean driving licence and use of own vehicle - post holder will be expected to drive between charity premises for work purposes.
- Desirable – capacity to drive Category C vehicles including our company van

Due to the varied nature of this role a flexible and adaptable approach is essential.

Please note that this role is physical and will involve a level of manual handling in moving donations and stock.

Benefits:

28 days holiday, plus bank holidays FTE (increasing to 30 days holiday, upon completion of 5 years of service, and 34 days holiday after 10 years of service)

Company sick pay

Company pension scheme

How to apply

Download and complete an application form from our website:

<https://www.cerebralpalsycymru.org/about-us/work-with-us-current-vacancies-and-opportunities>

Email your completed application form **and** CV to: HR@cerebralpalsycymru.org

Closing date: Sunday 31st December 2023 at midnight

Interview date: Monday 8th January 2023

If you have any questions about the role or want to speak to a member of the team about the post, please contact Cerebral Palsy Cymru on 02920 522600 or email HR@cerebralpalsycymru.org.