

Deputy Shop Manager

The role of Deputy Shop Manager is suited to someone with retail experience, ideally in charity retail. They will be responsible for running the newest and largest of our pre-loved shops in Whitchurch, Cardiff and deputising for the Shop Manager. They will 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.

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:	Deputy Shop Manager
Hours:	14.5 hours (i.e. 2 days) per week, worked flexibly between Monday and Saturday. There is also the opportunity for overtime.
Contract:	Permanent (probationary period of six months)
Salary:	£10.90 per hour (£8,218.60 per annum)
Location:	Cerebral Palsy Cymru, Crwys Road, Cardiff
Line Manager:	Store Manager (Retail Operations Manager in their absence)
Summary:	Responsible for running the charity shop and deputising for the Shop Manager

Duties and responsibilities:

Shop management

- To deputise for the shop managers, ensuring the efficient and safe management of the shop and volunteers.
- 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 the stock room systems to ensure quality control, stock density and rotation.
- To apply health and safety regulations, report maintenance issues and ensure a high standard of housekeeping.
- To process shop administration efficiently.
- 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 follow all appropriate hygiene guidance to keep the shop a safe place for staff and customers.

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 Crwys Road, Cardiff. You may also be required to work in our other shops in Llanishen, Barry and Talbot Green.

Person Specification: Deputy Shop Manager

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

Experience

- Experience of retail management (charity retail desirable)

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

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 may be expected to travel between premises for work purposes.
- Desirable – capacity to drive Category C vehicles including a company van.

Due to the varied nature of this role a flexible and adaptable approach is essential. Post holders may be required to cover shops within a geographical area to cover holidays and sickness.

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.