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**FERNE ANIMAL SANCTUARY**

**JOB DESCRIPTION**

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| **Job Title:** | Charity Shop Manager |
| **REPORTS to:** | Charity Shops Manager / CEO |
| **INTERFACES:** | CEO  Senior Management Team  Trustees  Employees  Volunteers  Customers / internal and external stakeholders  Corporations  Community |
| **RESPONSIBLE FOR:** | Maximising sales and profits, achieving targets set, delivering high standards through the effective management of volunteers. Ensuring health and safety through the shop. |
| **MAIN PURPOSE:** | Responsible for the day-to-day operation and performance of the shop while ensuring that targets are met through excellent customer service, effective planning, good merchandising and stock control, housekeeping and volunteer cover. |

**Key tasks and responsibilities**

**Volunteer management**

* To ensure that all volunteers who represent Ferne Animal Sanctuary are helpful, efficient and courteous when dealing with sales and donations and act in a professional manner.
* To encourage a positive working culture, good volunteer relations and high levels of enthusiasm throughout the shop to create job satisfaction by working in a happy environment.
* To communicate effectively with volunteers and all other members of staff by effective planning, prioritising, delegating and monitoring workload.

**Commercial Management**

* To achieve agreed targets by delivering effective pricing, stock rotation, weekly promotions and sales initiatives.
* To demonstrate a good understanding of all donated stock lines, ensuring adequate stock levels at all times.
* Ensure that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities.
* To achieve high standards of housekeeping, cleanliness and presentation.
* To ensure the upkeep and maintenance of the building and ensure all fixtures and fittings are kept in good repair.
* To notify the Estates Manager of any defects.
* To maintain awareness of local competitor activity and initiatives.
* Ensure high levels of customer service are maintained and delivered
* Ensure trading hours are strictly adhered to
* Assume overall responsibility for the shop premises including key holding

**Financial**

* To ensure correct procedures are adhered to for banking, cash handling and administration within Ferne Animal Sanctuary guidelines.
* To report to the Group Retail Manager any financial irregularities immediately they come to light ensuring sales are recorded properly and cash is kept secure at all times.
* To monitor and control all shop consumables and expenses to meet targets set.
* To maximise Gift Aid on donations

**Other Tasks**

* To promote the work of Ferne Animal Sanctuary, (FAS) through a clear understanding of the Charity’s aims and philosophy.
* To adhere to FAS Health and Safety procedures and inform the Estates Manager immediately in the event of an incident, or any risks hazards.
* To regularly update and maintain your knowledge of Health & Safety rules; fire drills; internal security; and accident procedures and adhere to these at all times ensuring correct reporting.
* To adopt a positive and reflective approach to personal and professional development, participating constructively in an annual performance review. To participate in any further training necessary to enhance your skills and ensure the quality of the service provided.
* Attend meetings and training sessions as required by FAS.
* Ensure all are treated with dignity and respect in the course of your work

You will work your hours each week between Sunday and Saturday, on a rota. You may be asked to work additional hours as necessary which may include unsocial hours.

The above outlines the duties required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

Job Descriptions only reflect 80% of a role and are not an exhaustive list of duties. You will be expected to carry out other activities that are within the scope of the role.

**Please note that for this role we require applicants to have a clean full driver’s license and access to their own vehicle in order to travel between multiple sites in Ilminster, Chard, Honiton and Crewkerne when required.**

Please email your application form to [Elaine@ferneanimalsanctuary.org](mailto:Elaine@ferneanimalsanctuary.org) or alternatively post to Elaine Hayes, Ferne Animal Sanctuary, Wambrook, Chard, Somerset TA20 3DH.

**PERSON SPECIFICATION CHARITY SHOP MANAGER**

Criteria which will be used in shortlisting and selecting candidates

| **QUALIFICATION/**  **EXPERIENCE/ QUALITY** | **ESSENTIAL** | **DESIRABLE** |
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| **Education and Experience** | Good standard of general education including English, both written and oral and mathematics  Management experience  Budget management, Cash handling, banking and accounts | Retail Management or equivalent qualifications  Experience of volunteer recruitment and management  Experience of Charity shop retailing |
| **Abilities/special aptitudes** | Flexible approach to the work place  Friendly, approachable  Able to motivate others    Good organisational skills  Positive attitude to team work | Sales & Target focused |
| **Knowledge/skills** | Merchandising skills  Administrative skills/Record keeping  Good working knowledge of Windows & Microsoft Office applications  Problem solving and creativity  Strong interpersonal skills with an ability to communicate effectively with a diverse range of people. |  |
| **Other (please specify)** | A proactive and organised approach to work  Interest in, and commitment to, the aims and objectives of FAS  Flexible approach  Full valid UK driving licence/ ability to travel  Dedicated to continuous professional development |  |