



**FERNE ANIMAL SANCTUARY**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Charity Shop Manager
<b>REPORTS TO:</b>	Retail Manager
<b>INTERFACES:</b>	<p>CEO</p> <p>Senior Management Team</p> <p>Trustees + Chair</p> <p>Assistant Manager and Shop Teams</p> <p>Volunteers</p> <p>Customers / internal and external stakeholders</p> <p>Corporations</p> <p>Community businesses, organisations and public.</p>
<b>RESPONSIBLE FOR:</b>	<p>Achieving and exceeding business targets for sales, growth and profit</p> <p>Setting the colleague schedules for the store ensuring it is fully staffed at all times</p> <p>Overseeing the secure management of all assets; stock, cash, equipment, fixtures and fittings and the Team</p> <p>Line Management of the paid and volunteer team, ensuring the development of future managers where relevant</p> <p>Ensuring a professional layout and merchandising for the whole store, understanding the most popular items and leading commercial lines</p> <p>Displaying the highest levels of customer service and sales management, being a role model for the rest of the store team</p> <p>Responsible for the H&amp;S of all those who work at the store and whomever visits</p> <p>Driving the wider interests of the charity; maximising Gift Aid, introducing Friends of Ferne, providing information about sanctuary visits, Nina's café, Rehoming opportunities, donations, legacies etc</p> <p>Support the Retail Manager</p>
<b>MAIN PURPOSE:</b>	<p>Responsible for the entire 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. Following the Retail Operations Manual for all processes, policies and procedures</p>

**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 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 the value 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 issues related to the Store.
- 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 strategies.
- 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 Devon and Somerset as and when required.**

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

**Agreed** that the job description is a fair and accurate statement of the requirements of the role:

Job Holder.....

Date.....

Line Manager .....

Date.....

## PERSON SPECIFICATION CHARITY SHOP MANAGER

Criteria which will be used in shortlisting and selecting candidates

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