



Job Title:	Charity Shop Manager
Salary:	£11,557 - £14,446 per annum - dependent on hours and experience
Location:	Charity Shop, 78 Victoria Road West, Cleveleys FY5 1AG
Accountable To:	Chief Executive.
Accountable For:	Charity Shop Staff and Volunteers.
Responsible For:	The effective management of N-Vision's Charity Shop in Cleveleys. Staff and volunteer management and support. Acceptance, preparation, display and sale of donated clothing and goods. Introducing and developing opportunities to increase sales and income.
Working Arrangements:	The working week will 24 - 30 hours, 4 - 5 days out of 7 days including 1 day at the weekend (9:45am to 4:15pm) – (days may be negotiable)

Main Duties:

1. To effectively manage N Vision's Charity Shop, Cleveleys.
2. To line-manage The Assistant Manager.
3. To support recruitment, provide training, leadership and manage the volunteer team as appropriate, in liaison with the Volunteer Co-ordinator.
4. To promote and develop the donation of goods through the organisation's members, staff, volunteers, supporters and the general public.
5. To accept, prepare and display goods for sale.
6. To organize the controlled delivery and collection of donations.
7. To implement an effective stock rotation/control system to ensure maximum sales and income.
8. To maintain efficient and secure administrative and financial systems under the guidance of the Finance and Administration Manager, ensuring regular banking, compliance with Gift Aid regulations, maintenance of financial stock records etc.
9. To maintain the shop to a high standard of cleanliness, raising timely requests for repairs and renewals, ensure security and a safe environment for staff, volunteers and the general public.
10. To implement and ensure compliance with all policies and procedures as required including responsibility for Health and Safety.

11. To maintain harmonious working relationships with colleagues, customers, volunteers, other organisations and the general public.
12. To be responsible, with line-management support, for responding to formal complaints and resolving internal and external issues relating to customer care and service.
13. To be responsible for prioritizing and the completion of competing tasks in a busy work environment.
14. To provide cover for the other charity shop/s operated by N-Vision when required.
15. To attend operational meetings, supervision sessions etc., when required.
16. To promote and be committed to N-Vision's Purpose and Values.
17. To promote and support N-Vision's fundraising activities and events.
18. To carry out other associated duties, responsibilities and training as required.

Note: This description is not intended to establish a total definition of the job, but an outline of the duties.

Signed _____
[Employee]

Date _____