Job title: Shop Manager
Reports to: Area Manager
Based from: Cinderford, Gloucestershire

Charity Profile: We are Great Western Air Ambulance Charity, dedicated to providing air ambulance and critical care services across Bristol, North Somerset, Bath & North East Somerset, Gloucestershire, South Gloucestershire and parts of Wiltshire. From volunteers to Specialist Paramedics, from senior Consultants to retail and fundraising staff, we are a team, working to save lives that would otherwise be lost. We seek to continually develop and adapt our activities to meet the needs of local communities, whilst impacting nationally and influencing global pre-hospital care. Our work is deeply satisfying, and every member of the team is committed to this service, and to saving as many lives as we can.

Job Summary: The Shop Manager will work within the Retail Team to support GWAAC in generating income and awareness of our charity. The role will be responsible for generating vital income and raising the profile of our work locally. You'll be responsible for the day to day running of your shop, taking pride in increasing sales, generating income for the charity, and attracting volunteers and donations.

Hours of work: 32 hours per week across 4-5 days (including weekends)
Duration: Permanent
Salary: £27,780.19 FTE (£13.32 per hour)

Major Areas of Responsibility:

- Lead on all aspects of the management and development of your shop.
- Work with our other Shop Managers to ensure consistency across our shops and offer each other mutual support and assistance where needed.
- Provide leadership and manage the Assistant Manager/s and a team of volunteers, following HR procedures and good practice.
- Ensure high standards of customer service are provided to all donors, customers and supporters.
- Maintain and enhance the shop's professional appearance, in line with the GWAAC brand.
- Optimise the sale of donated stock for maximum overall income.
- Contribute to the collection and solicitation of stock for sale.
- Work with the Volunteer Coordinator to recruit, train and retain dedicated and flexible volunteers.
- Ensure the shop is open and operational to schedule.
- Manage day-to-day complaints, keep appropriate records and escalating where needed.
- Be an active participant in the running of the shop, getting involved in all tasks where needed.
- Manage recycling and refuse systems efficiently to maximize income and minimise waste.
- Work with the Fundraising Team to promote all areas of charity income generation to shoppers.
- Ensure that all financial controls and procedures are followed, including cash security.
- Maintain high levels of competency in the operation of EPOS systems and provide induction, training, ongoing support and advice to retail staff and volunteers using the systems.
- Supervise and audit Gift Aid declarations and sale of gift aid stock within policies and HMRC guidelines.
- Be proactive in identifying potential areas of innovation and implementing new approaches where appropriate.
- Be responsible for ensuring compliance with all aspects of Health and Safety legislation and risk management in the shop, including raising prompt maintenance requests where needed.
- Report on operational and financial performance.
- Attend meetings and training as required.
- Adhere to GWAAC's Code of Conduct, internal policies and procedures and external standards relating to our industry and activities and foster and promote GWAAC's values and reputation.

Working relationships, contacts and expectations

- As one of the more senior members of our team, provide leadership and support to your colleagues and model desired behaviours in line with our values.
- Plan, manage and monitor a workplan for your team that enables and encourages optimum performance, personal development and wellbeing of your team and other resources across the charity
- Work with the rest of the retail team, across GWAAC's shops as required.
- Forge close working relationships within your team and with the Fundraising and Communications and Marketing and Finance and ICT Teams in particular, to make sure that our shops are integrated and support the charity's overall activities.
- Work flexibly in accordance with the shop staffing rota, which will include some weekend working
- Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area'.
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times.
- Comply with organisational policies, procedures and internal and external Codes of Conduct, regulations and laws.
- Uphold a culture of safeguarding.

This description does not attempt to describe all the activities of the post but illustrates the role with examples. It is therefore subject to alteration and development and will be reviewed with management as required.

Person specification

	Essential	Desirable
Education		Qualifications in relevant field e.g. retail, customer service, health and safety.
Previous experience	Significant, demonstrable experience of managing and working in a retail shop. Experience of recruiting, retaining, developing and managing a team. Experience of building effective relationships with key stakeholders within an organisation. Experience of delivering strategic objectives.	Experience of recruiting, retaining, developing and managing volunteers. Experience of working in a charity shop. Experience in scheduling collections, deliveries and planning logistics. Experience of fundraising, volunteering or working in a charity environment. Experience managing buildings, their security and maintenance works. Experience of building effective relationships with key stakeholders beyond the organisation and in the local community.
Skills, knowledge, ability	Ability to communicate well in English, verbally and in writing, and demonstrate a basic standard of mathematical ability. Good ability to prioritise and organise tasks. Good ICT and EPOS skills. Skills to ensure the shop reaches performance targets, both income and wider objectives. Excellent customer service skills. Ability to access transport to other GWAAC locations. Ability to develop others and be a positive and professional role model. Prepared to complete a Basic DBS check*	Familiarity with the area the shop is based in and the local retail environment. Knowledge of one or more of the geographical areas that GWAAC covers. Knowledge of Gift Aid legislation and procedures. Knowledge of confidentiality, GDPR and data protection requirements. Valid full UK driving licence. Knowledge of safeguarding processes.

	Essential	Desirable
Aptitude and personal characteristics	Committed and aligned to the vision, values and work of Great Western Air Ambulance Charity. Committed to safeguarding, equality, diversity, sustainability and social responsibility. Internally driven with the ability and motivation to problem-solve and deliver high quality work. Excellent interpersonal skills, with ability to develop strong relationships, internally and externally. Able to work collaboratively as part of an effective multidisciplinary team. Able to work independently on own initiative, creating plans, timetables and structures to organise work effectively, identifying conflicting demands and establishing clear priorities. High standards, commitment to meeting deadlines and excellent attention to detail. Flexible and adaptable. Consistently adopts a can-do attitude. Champion of positive change, committed to professionalism, professional development and excellence.	Use of own vehicle

***All retail staff are required to undertake a Basic DBS check due to their contact with vulnerable people and the public. Further information can be accessed in our Ex-Offenders Policy which is accessible on the website.*