

Title: Shop Manager

Reports To: CEO initially

Location: Westbury-on-Trym, Bristol, BS9 3DF

Company 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 and South Gloucestershire.

From volunteers, to fundraisers, to highly skilled paramedics, to senior consultants, we are a team, working to save lives that would otherwise be lost. 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.

We seek to continually develop and adapt our activities to meet the needs of local communities, being innovative and creative in our approach.

Job Summary: The Shop Manager will manage our charity's first retail shop, a large unit in the heart of a vibrant local shopping area. The role will be responsible for generating vital income and raising the profile of our work locally. The post holder is responsible for all day to day running of the shop, taking pride in increasing sales and attracting volunteers.

Hours of work: 32 – 40 hours per week (4 or 5 days)

Duration: Permanent

Salary: Circa £20,000 FTE, plus performance bonus

Areas of Responsibility:

- Lead on the management and development of your GWAAC charity shop
- Optimise the sale of donated stock for maximum overall income
- Contribute to the collection and solicitation of stock for sale
- Maintain and enhance the shop's professional appearance, in line with the GWAAC brand
- Work with the Volunteer Coordinator to recruit, train and retain dedicated and flexible volunteers
- Provide leadership and manage a team of volunteers, following HR procedures and good practice
- Ensuring the shop is open and operational to schedule
- Ensure high standards of customer service are provided to all donors, shoppers and supporters
- Manage informal, day to day complaints, keeping 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

- Maintain positive management relationships with the people you manage
- Work collaboratively with members of the Critical Care Team and employees across the charity, in particular the Fundraising Team and Communications Team
- Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area'
- Maintain an appropriate level of confidentiality at all times

This description does not attempt to describe all the activities of the post but rather illustrates with examples the main role of the post holder. It is therefore subject to alteration and development and will be reviewed jointly with the post holder and the CEO.

Person Specification

Skills, knowledge and experience	
Significant, demonstrable experience of managing and working in a retail shop	E
Good ICT and EPOS skills	E
Skills to ensure the shop reaches performance targets, both income and qualitative	E
Experience of recruiting, retaining, developing and managing volunteer teams	D
Experience of working in a charity shop	D
Relevant qualifications e.g. retail, customer service, health and safety	D
Experience in scheduling collections, deliveries and planning logistics	D
Experience of fundraising or working in a charity environment	D
Experience of building effective relationships with key stakeholders	D
Familiarity with Westbury-on-Trym and the local retail environment	D
Knowledge of Gift Aid legislation	D
Experience managing buildings, their security and maintenance works	D
Personal qualities	
Committed to the vision, values and work of Great Western Air Ambulance Charity	E
Committed to safeguarding, equality, diversity, sustainability and social responsibility	E
Ability and positive motivation to effectively problem-solve	E
Excellent interpersonal skills, with ability to develop strong relationships, internally and externally	E
Ability to work collaboratively as part of an effective team	E
Ability to organise and plan own work, identifying conflicting demands and establishing priorities	E
Ability to complete tasks and projects on time and to a high standard, demonstrating a can-do attitude and excellent attention to detail	E
Exceptional organisational skills, flexibility and ability to meet tight deadlines	E
Champion of positive change	E
A commitment to professionalism and excellence	E
Other requirements	
Willingness to work outside normal hours occasionally, depending on the demands on the role	E
Willingness to travel regionally and occasionally nationally for events, meetings and training	E
Compliance with organisational policies, procedures and Codes of Conduct	E
Full, clean UK driving licence	D