JOB DESCRIPTION 

JOB TITLE: Shop manager of the Charity Shop and Book Shop

at 20 Carr Street, Ipswich IP4 1EJ

LAST UPDATED: June 2024

Branch Ipswich and East Suffolk Region Eastern UK & ROI

MAIN PURPOSE OF ROLE

The purpose of the Samaritan Shop is to raise funds to support the operation of the Branch and to raise awareness of the charity with the community. The role of Shop Manager is vital in fulfilling this purpose.

POSITION AND SUPPORT IN ORGANISATION

Accountable to: Deputy Director for the Shop and Branch Manager

Accountable for: Staff and volunteers in the shop

Liaises with: The Branch Leadership Team

Works within a team of: Volunteers in the shop and the centre

Supported by: The Branch Director and Deputy Directors as required

KEY RESPONSIBILITIES

Work with the Branch Director and Leadership Team to:

1. MANAGEMENT OF THE SHOP

* Ensure the smooth daily management and operation of the shop, creating a pleasant, welcoming and friendly environment for customers and volunteers and a high level of service.
* Manage volunteer rotas to ensure cover during hours of opening (currently 10.00-16.00 Monday to Saturdays) including cover for your own time off. As a key holder, responsible for the opening and closing of the shop and that the security of the premises.

2. MANAGEMENT OF VOLUNTEERS

* Recruit, train, lead, manage and support volunteers to ensure an effective and motivated team.

3. MANAGEMENT OF FINANCES

* Ensure daily reconciliation of takings and regular banking of cash
* Maximise income from donated and new goods including recycling of unsellable items by attracting good quality donations, purchasing good quality stock and stock rotation
* Maximise Gift Aid income
* Keep weekly records of sales using reports from the till
* Email weekly sales figures to the Branch Treasurer
* Email monthly variance on targets to Branch Treasurer
* Monitor and ensure yearly targets are met

4. MANAGEMENT OF HEALTH, SAFETY, WELFARE, SECURITY, POLICIES AND PROCEDURES

* Read, understand and comply with all Samaritans Policies and Procedures, risk assessments and legislative practices relating to the shop and ensure all health and safety policies and practices are implemented and adhered to.
* To be aware of and comply with all Health & Safety Legislation relating to the welfare and safety of volunteers and customers and the operation of the shop and all items sold.

QUALITIES AND EXPERIENCE

Experience of the retail trade

Ideally some management and / or leadership experience or skills

Good people skills

A basic level of IT skills

Being willing to learn and keep up-to-date

APPOINTMENT

A separate statement of terms and conditions of employment will be provided.

LOCATION, TRAVEL & EXPENSES

Based at the shop

BENEFITS

Salary: Starting at £20858.00, negotiable according to experience.

Being a member of Samaritans of Ipswich and East Suffolk and have the opportunity to positively affect the work of Samaritans

Opportunity to develop/use skills

Personal development and training

Reimbursement of expenses

RECRUITMENT AND SELECTION PROCESS

All Samaritans must complete an enhanced criminal records check, as agreed

*This job description is an outline of responsibilities and is supported by further information It will be subject to review with the post holder in light of the changing needs of the post and Samaritans*