**Friends of Blandford Community Hospital**

**Charity Shop Manager Key Responsibilities**

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| **SECTION A: MAIN DUTIES AND RESPONSIBILITIES** |
| **1.** | **Shop Management** 1. To provide day to day management and on-going development of the Friends’ charity shops in order to maximise shop income using the donated stock available.
2. To advise the Friends on all aspects of retail trends and ensure good practice within the shops.
3. To order supplies, stationery and shop fittings as necessary.
4. To be responsible for initiating property repairs/maintenance as required using local tradesmen or relevant Landlords for each premises.
5. To be responsible for shops’ banking procedures.
6. To be responsible to the Treasurer for the financial management of trading and ensuring accurate accounts are maintained.
7. To ensure that all records and returns relevant to the Friends’ two shops are maintained.
8. To ensure the shops are manned by volunteers for periods of absence due to annual leave or regular days off with the emergency procedure as agreed with the Management Board
9. To annually review the risk assessment of the premises and update as necessary.
10. To ensure arrangements for waste disposal and recycling.
11. To ensure compliance with relevant retail legislation regarding the sale of second hand goods, age regulated items etc. in accordance with Trading Standards, legal regulation and The Charity Retail Association Guidance.
12. To be responsible for shops’ security.
13. To promote and maintain the good reputation~~s~~ of our Charity Shops in the community.
14. To carry out a full range of office administrative duties, eg Volunteer database, financial records, rota management etc.

**Volunteer Management Duties**1. To provide management of volunteers working in the Friends’ shops
2. To maintain on-going recruitment, training and retention of volunteers
3. To ensure that adequate volunteer cover is made for the shops for both customer service and stock management via a rota system.
4. To ensure shop volunteers are aware of all current Health and Safety Guidelines and take relevant precautions to keep our shops safe in full compliance with Health and Safety Regulations.
5. To maintain and review annually a volunteers guide for each shop.
6. To organise bi-annual social events for the shops’ volunteer workforce, including a cream tea and annual dinner for each shop. Covid regulations permitting.
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|  | **Logistics**1. To coordinate and manage a logistics team of volunteer drivers to operate the Friends’ Van
2. To ensure safe, efficient and good practice operations in the Storage Facility
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| **3** | **Public Relations Responsibilities**1. To manage the Friends’ public relations activities including managing the Friends Facebook.
2. To maintain good relations with Friends and Hospital staff, volunteers, clients, local businesses and community groups.
3. To arrange production and printing of regular newsletters for the Friends’ membership, including writing copy and editing copy submitted by other contributors, designing and formatting the layout of each publication.
4. To use social media appropriately to promote the Friends charity.
5. To maintain good contacts with the local media and community/ parish groups and publications.
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