

**JOB DESCRIPTION**

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| **JOB TITLE:** | **Charity Shops Manager (CSM)**, Friends of Blandford Community Hospital (FBCH) |
| **PAY BAND:** | As determined and reviewed by the Management Board |
| **LOCATION:** | Various as role requires. (2 x shops, storage facility, hospital office and charity events). |
| **ACCOUNTABLE TO:** | The Friends Management Board |
| **LINE MANAGER:** | Charity Team Manager |
| **KEY RELATIONSHIPS:** | Management Board, other FBCH employees, volunteers. |
| **HOURS OF WORK:** | This is a part-time post of 28 hours per week within opening hours. The post holder may be required to work flexibly to meet the needs of the service, with the occasional Saturday. Not more than 1 in 4. |
| **JOB SUMMARY**  **KEY ELEMENTS** | This post is to support the Management Board of the Friends in the management of their two shops and storage facility.  To provide day-to-day management of the Friends Charity Shops. |

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| **MAIN DUTIES AND RESPONSIBILITIES** | |
| **1.** | **Shop Management**   1. To provide day to day management and on-going development of the Friends’ two charity shops (Blandford and Sturminster Newton) 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 provide management and supervision of any paid members of staff within the shops. 4. To order supplies, stationery, and shop fittings as necessary. 5. To be responsible for initiating property repairs/maintenance as required, within authorised budget, using local tradesmen or relevant Landlords for each premises. 6. To carry out shop banking procedures. 7. Responsible to the Treasurer for the financial management of trading and ensuring accurate accounts are maintained. 8. To ensure that all records and returns relevant to the Friends’ two shops are maintained. 9. To ensure cover is provided for periods of absence due to annual leave or regular days off. Ensuring adequate staffing for compliance with health and safety and emergency procedures as agreed with the Management Board. 10. To annually review the risk assessment for each of our premises and update as necessary. 11. To manage arrangements for waste disposal and recycling. 12. To ensure compliance with relevant retail legislation regarding the sale of second-hand goods, age regulated items etc. in accordance with Trading Standards, legal regulations, and The Charity retail Association Guidance. 13. To ensure compliance with relevant legislation regarding fire, health and safety and manual handling. 14. To manage and take responsibility for shop security. 15. To promote and maintain the good reputations of our Charity Shops in the community. 16. To carry out all office administrative duties as appropriate. 17. To undertake any other duties or reasonable management requests in line with the skills, qualifications, level, and competence in role.   **Volunteer Support 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 in place for each shop 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 shop volunteer workforce, including a cream tea and annual dinner for each shop.  **Data Protection and GDPR**   1. GDPR requires the Friends of Blandford Hospital to maintain strict security in relation to personal data held by them. You shall not transfer personal data to anyone outside the Company (e.g., giving out home telephone numbers or details of an employee or Trustee) nor disclose any personal data that you become aware of as part of your work without authorisation by the Board. It is a criminal offence to access or disclose personal data held by the Charity, without authority. |
|  | This Job Description is non-contractual and will be periodically reviewed to ensure that it continues to meet service needs and in line with statutory requirements. The post holder will be involved in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, the Charity reserves the right to implement any reasonable changes. |

**PERSON SPECIFICATION**

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| **1.** | **KNOWLEDGE, SKILLS AND TRAINING** | **ESSENTIAL** | **DESIRABLE** |
|  | Experience in managerial position in retail trade | Yes |  |
|  | Relevant retail trade qualifications (diploma level minimum) or evidence of commensurate relevant experience | Yes |  |
| **2.** | **JOB SPECIFIC EXPERIENCE** |  |  |
|  | Experience of working in a volunteer organization |  | Yes |
|  | Experience of working at managerial level in retail industry | Yes |  |
|  | Experience in managing financial aspects of the retail trade | Yes |  |
| **3.** | **MANAGERIAL/SUPERVISORY EXPERIENCE** |  |  |
|  | Able to demonstrate previous supervisory / managerial experience | Yes |  |
|  | Previous experience of day-to-day first line management of staff | Yes |  |
|  | Previous experience of the full range of line management responsibilities, including attendance management, discipline and grievance, management of recruitment & selection, personal and career development | Yes |  |
|  | Experience of recruiting and management of volunteer workforce |  | Yes |
| **4.** | **FINANCE/RESOURCES** |  |  |
|  | Previous experience of managing budgets | Yes |  |
|  | Previous experience of managing cash and banking procedures | Yes |  |
|  | Ability to prepare and present financial information to treasurer and board as required | Yes |  |
| **5.** | **INFORMATION TECHNOLOGY/RESOURCES** |  |  |
|  | Proficient IT skills, normally obtained through practice or practical training | Yes |  |
|  | Demonstrable experience of using a range of IT applications, including word processing, spreadsheet, database and/or presentation software to RSA 3 or equivalent standard | Yes |  |
|  | Ability to design posters, leaflets and publicity information to high standard using all medias available  Demonstrable social media skills | Yes |  |
| **6.** | **PERSONAL QUALITIES/ATTRIBUTES** |  |  |
|  | Evidence of demonstrating the Blandford league of Friends values and behaviors | Yes |  |
|  | Demonstrable organizational skills, attention to detail, time management and prioritization skills |  |  |
|  | Excellent communication skills to be able to engage volunteers, external agencies and board members | Yes |  |
|  | Evidence of working closely with community groups and/or health care organization’s | Yes |  |
|  | Evidence of being involved in a public facing role | Yes |  |
| **7.** | **BUSINESS TRAVEL** |  |  |
|  | Subject to the provisions of the Equality Act, able to travel using own vehicle on Friends charity business | Yes |  |
| **8.** | **ADDITIONAL REQUIREMENTS** |  |  |
|  | Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively | Yes |  |