

Volunteer Charity Shop Manager - Role Description

About us: Future Projects is a registered charity, which provides a free information service. Formed in 2002 we offer information and advice to individuals on all aspects of daily living, including Housing, Welfare Rights and Benefits. Our service is confidential and can be accessed by telephone, letter, email or personal visit to our fully accessible office.

Purpose: to lead the day to day running of the Charity Shop at the Baseline Centre, ensuring volunteers are well led, motivated, and that the shop provides high quality items whilst raising funds to support the Charity's work.

to support the day-to-day running of the Charity Shop at the Baseline Centre in order to raise funds for the organisation to continue its work

Location: Baseline, 65 – 67 Knowland Grove, Norwich, NR5 8YD

Hours: Between the opening hours of 9am - 5pm Monday to Friday

Main Duties and Responsibilities:

- Assume responsibility for the day to day running of the shop
- Sorting, pricing, moving and handling of stock, both donated and bought in goods
- Proactively generate donations of stock and maintain adequate stock levels
- Ensure the premises are always clean and tidy and ensure window displays are of a high standard and checked regularly
- Supervise and coordinate volunteers to ensure the shop is always manned and maintains operations during opening hours
- Serve customers, respond to queries and record purchases on the cash register
- Report all issues to the Support Manager and work together to resolve them
- Handle cash and complete electronic payments
- Read, understand and comply with all Future Projects' Policies and Procedures, risk assessments and legislative practices and ensure all health and safety policies and practices are implemented and adhered to
- Complete all mandatory training and any training deemed appropriate
- Ensure that the shops remain competitive on the high street
- Wear personal identity badge whilst volunteering
- Represent the professional standards of the charity

Maximise Income:

- Monitor and record progress against yearly targets and ensure these are met
- Assume responsibility for cash control within the shops including floats and accurately maintaining weekly financial records
- Maximise income from donated items, including recycling of unsellable items
- Ensure financial donations are processed and recorded correctly
- Work with the Support Manager to set annual and monthly income and expenditure budgets
- Assess the current gift aid procedures and encourage gift aid donations
- Ensure gift aid donations are labelled correctly
- Ensure the gift aid scheme is utilised and all volunteers understand how it works and are fully trained

Person Specification:

- Minimum 2 years' experience managing in a retail environment (E)
- Experience of prioritising own workload and working with minimum supervision (E)
- Experience of multitasking and working with constant interruptions (E)
- Excellent communication skills (E)
- Good time keeping (E)
- Excellent attention to detail (E)
- Positive, professional approach and image (E)
- Experience of managing staff and dealing effectively with staffing issues (E)
- Experience of working in Charity Retail (D)
- Knowledge of the local area and community (D)
- Knowledge of gift aid legislation (D)
- Experience of using computers (D)

Training and support:

Future Projects will provide you with training to carry out the role as follows:

- Full Induction
- Health & Safety – including risk assessment
- Moving & Handling
- Operational procedures/guidance

Volunteers will always have a member of staff on-hand to provide support, and we will regularly review your volunteering experience with you to ensure that it is rewarding and enjoyable.