



Job Description

Title:	Donation Centre Shop Manager
Accountable to:	Area Sales manager and Retail Operations manager
Responsible for:	Retail operations within Breaston, Drivers, ASM, Volunteers
Location:	Breaston
Contract Type:	Permanent
Working Hours:	Full Time – 35hrs per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 2 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the job:

- To oversee the day-to-day operations of the Donation Centre, including logistics and health and safety. This operation is key to the income generation for all of Life's retail stores.
- To effectively manage the donation centre operations, implementing processes to ensure that the potential of the shop and operation as a whole is maximised.
- Oversee the sorting of stock and preparation to be sent out to shops as directed by the Area Manager and the Retail Operations Manager.
- To be aware of the policies and practices in relation to Health and Safety and to support the implementation and monitoring of compliance with policy.
- To manage the storage of stock and ensure that it is prepared for sale in a safe environment and to oversee the recycling of stock where appropriate.
- To ensure KPI's are met in line with the retail strategy and increasing GA profit margins.

Key achievement areas:

- 1) Agree, implement and monitor progress against agreed KPI's and ensure appropriate action is taken where required.
- 2) Recruit, maintain and train a regular bank of volunteers to cover the operational needs of donation site as per company targets
- 3) Actively promote Gift Aid and ensure stock is distributed to all stores.
- 4) Regularly review stores donation levels to ensure maximum profitability.
- 5) Ensure logistical routes are created to reduce costs and ensure stores have stock to drive sales.

Delivery and service:

- To ensure a high standard of customer service at all times for all retail stores
- To create and understand logistical routes to decrease costs.
- Describe and display products in an accurate and professional manner and in accordance with the brand guidelines.
- Manage Donation levels to ensure that target level of sales is reached across all stores
- Ensure deliveries and collections to store are completed to increase their sales performance.
- Manage the pricing of goods following Life's pricing policy.
- Decrease waste costs with thorough sorting processes.

Stock Management:

- To adhere to all Health & Safety policies across all Life's stores.
- Maximise gift aid opportunity within all of our stores on a daily basis.
- Ensure a consistent high level of customer service is delivered by all staff and volunteers across all retail stores.
- Maintain a quality sorting and merchandising process.
- Feedback on high/low stock levels to Retail Operations Manager
- Gain rag income to cover sortation costs.
- Oversee clothing banks around shop region to procure stock.
- Create a successful sorting space , to ensure store needs are met for deliveries
- Collect good quality furniture from surrounding areas and ensure products are of high quality to sell.

Communication & Team Management:

- Co-ordinate with the Retail Operations manager and area supervisor daily
- Build ongoing relationship with all Retail Managers and assistants through regular emails, calls and visits
- Have a solid understanding and hold on budget/targets for shops to drive daily performance through stock procurement.
- Lead, develop and manage a team including volunteers, carry out regular one to ones and annual appraisals.
- Lead and participate in staff and volunteer recruitment, induction, and personal training programmes.
- Organise cover for holidays and sickness through Staff Circle
- Hold regular team meetings.
- Send out regular emails on stock and logistical matters to the team.
- Represent the Donation Centre externally, taking responsibility for protecting the public image as well as company interest.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities.

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal.
 - Solidarity – We're with you and for you.
 - Community – We're better together.
 - Charity – Doing good for one another.
 - Common Good – Building a better world.
- Demonstrate respect for others and value diversity.
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service.
- Learn from, and share experience and knowledge.
- Keep others informed of issues of importance and relevance.
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards.
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members.
- Coach individuals to perform to the best of their ability.
- Delegate work to develop individuals in their roles and realise their potential.
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Donation Centre Shop Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Leadership		
Strong leadership skills	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Able to motivate and lead team	✓	
Business Management / Service Delivery		
Experience of developing and managing demanding performance standards that will enable the achievement of the charities' business plans	✓	
Extensive knowledge and understanding of Retail operations and distribution within a charity.		✓
Strategic Ability / Innovation		
Willingness to contribute to the development of services.	✓	
Experience in delivering results.	✓	
Experience in formulating and implementing operation plans and delivering results		✓
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
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Knowledge and understanding of performance-based management in a customer focused service organisation.	✓	
A good level of IT, literacy and numeracy.	✓	
Management Qualification		✓
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	

Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
Commitment to quality, customer service, best practice, and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

Approved By: Emma Ibrahim

Issue No:2

Approved Date: 09/02/2023

Review Date: 09/02/2024