

North East Lincs Women's Aid
JOB DESCRIPTION - Shop Manager

RESPONSIBLE TO: Chief Officer

RESPONSIBLE FOR: Volunteer team & Retail building

HOURS/DAYS: £9.27ph – 20hrs pw – Mon - Fri 11am-3pm (with flexibility of Saturdays when necessary)

- To be responsible for selection, recruitment, induction, development and management of a team of volunteers.
- To be responsible for the co-ordination of a team of volunteers ensuring excellent day-to-day management and support
- To ensure excellent communication and information sharing amongst all volunteers.
- To ensure volunteers receive excellent support and supervision and that learning/development opportunities for volunteers are paramount.
- To ensure that the service operates a robust rota system ensuring management of time off, holidays and/or sickness in order to maintain a high standard of day-to-day operations.
- To develop and maintain information and recording systems relating to the volunteer programme.
- To ensure that information, systems and files (electronic/paper) are accurate, complete & up-to-date.
- To effectively co-ordinate & organise the shop ensuring it is maintained to a very high standard
- To manage safety & co-ordination of donation areas, storage areas and donated items.
- To oversee stock control, stock rotation and ordering of stock/supplies
- To manage the cleanliness, layout & appearance of the shop including the window displays. To ensure this procedure and appearance is well co-ordinated with our other retail businesses.
- To contribute to annual service reviews which include monitoring data, evaluations, outcomes, etc.
- When necessary, to deal with any internal volunteer conflict and/or capability issues.
- To promote all relevant legislation, policies, procedures, regulations etc., in order to uphold standards of best practice. To implement these standards and ensure all volunteers work within them.
- To lead / attend both internal and external meetings and to represent volunteer staff at meetings, groups, forums, etc.
- To work at all times in accordance with the Confidentiality Policy of Women's Aid.
- To ensure the service recognises the needs and concerns of a diverse range of users, volunteers, customers, etc., and addresses them appropriately by working proactively to ensure that a non-discriminatory service is provided. To ensure that all volunteers are treated in a consistent, fair and empowering manner.
- To draw to the attention of the Chief Officer any issues which may impact on volunteers, clients, customers and/or the organisation.
- Oversee the building is managed within current health and safety guidelines and procedures. To ensure any maintenance issues are reported and followed up.
- To promote and support team work and efforts. To work closely with other Shop Managers
- To lead/assist on volunteer meetings and training where necessary.

General

- To ensure a safe and caring environment for volunteers, customers and visitors.
- At all times, to promote the service in a positive way.
- To work on own initiative and be able to plan and manage your own workload and time.
- To be flexible in working hours in order to offer any emergency support to our other retail businesses and/or volunteers/staff where necessary.
- To undertake training and personal development activities as may be appropriate for the enhancement of the service and the continued professional development of the post holder.
- To carry out any other duties commensurate with the level of this post.