



## Job description and personal specification

### Shop Manager

<b>Location</b>	Bishopthorpe Rd	<b>Reports to</b>	Retail Manager
<b>Hours</b>	21 hours	<b>Working pattern</b>	Thursday-Saturday 8.45am- 4.15pm
<b>Contract term</b>	Permanent	<b>Type of role</b>	Charity Shops
<b>Direct reports</b>	n/a	<b>Role last updates</b>	December 2025

<b>Salary</b>	12.21 per hour	<b>Holidays</b>	5 weeks and 1 day
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#### Context:

Age UK York is a local charity which exists to support the older people of York, their families and carers. Together, our team provide a wide range of services which make a valuable difference to the needs and lives of older people across the city.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we want to build a diverse workforce, one that represents the communities we exist to help and brings a variety of perspectives so together we are best able to support older people in York.

Through a wonderful team of staff, volunteers and supporters Age UK York has been supporting older people in York for 50 years and counting and exists to continue to be there when needed.

**Purpose of the role:** The Charity Shop Manager is responsible for leading the day-to-day operations of the Age UK York shop on Bishopthorpe Road, ensuring it is a welcoming, well-organised and commercially successful retail environment. The



purpose of the role is to maximise income support to support Age UK York's services for older people, through effective shop management, excellent customer service, and strong community engagement.

## **Responsibilities –**

### **Shop Operations and Income Generation**

- Oversee the daily running of the Bishopthorpe Road shop to maximise sales and profit in support of Age UK York's services.
- Ensure the shop is well organised and visually appealing, with high standards of merchandising and stock rotation.
- Implement and maintain effective stock management processes, including sorting, pricing and displaying donated goods.

### **Volunteer Leadership and Team Management**

- Train, supervise and support a diverse team of volunteers ensuring a positive and inclusive working environment.
- Coordinate volunteer rotas to ensure cover throughout the week.
- Provide ongoing guidance, recognition and development of opportunities for volunteers.

### **Customer Service & Community Engagement**

- Deliver excellent customer service and promote a positive shopping experience.
- Handle customer enquiries, comments and complaints in a professional and friendly manner.
- Help build and maintain positive connections with the Bishopthorpe Road community, customers and donors.

### **Financial & Administrative Duties**

- Carry out daily cash handling, till reconciliation, banking and financial reporting in line with Age UK York procedures.
- Maintain accurate shop records, including stock levels, health and safety documentation and compliance logs.
- Ensure adherence to Gift aid processes and encourage customer participation.

### Compliance, safety & standards

- Ensure the shop complies with Age UK policies including data protection, safeguarding, equality and diversity.
- Manage health and safety standards within the shop, ensuring safe practices for staff volunteers and customers.
- Oversee the safe handling and disposal of unsuitable donations.

### Promotion and Shop Development

- Support and implement local and organisational promotions, seasonal campaigns and fund-raising initiatives.
- Look for opportunities to improve shop performance, increase donations and enhance customer engagement within the Bishopthorpe Road community.

## Person Specification

Category	Essential	Desirable
1. <b>Education, qualifications and training</b>	<ul style="list-style-type: none"> <li>• Good standard of general education (e.g.GCSE level or equivalent)</li> <li>• Willingness to undertake relevant training, including health and safety, safeguarding and retail procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Retail, customer service, or management -related qualification.</li> <li>• Training in volunteer management.</li> </ul>
2. <b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Strong customer service skills with the ability to create a welcoming environment.</li> <li>• Good organisational and time management skills.</li> <li>• Ability to lead, motivate and support volunteers.</li> <li>• Competent numeracy and cash- handling skills.</li> <li>• Basic IT skills including email and record keeping.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of Gift Aid processes.</li> <li>• Understanding of charity retail and donation management.</li> <li>• Knowledge of local community dynamics (particularly Bishopthorpe road)</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of visual merchandising and stock presentation.</li> </ul>	
<b>3. Experiences</b>	<ul style="list-style-type: none"> <li>• Experience working in a customer facing environment.</li> <li>• Experience supervising or coordinating staff or volunteers.</li> <li>• Experience handling cash and using card machines in a customer -facing environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in retail or charity shop management.</li> <li>• Experience training volunteers or staff.</li> <li>• Experience managing stock, displays or retail promotions.</li> <li>• Experience working in the charity or voluntary sector.</li> </ul>
<b>4. Attributes</b>	<ul style="list-style-type: none"> <li>• Friendly approachable and supportive attitude towards volunteers, donors and customers.</li> <li>• Reliable, responsible and able to work independently and manage tasks confidently in a busy shop environment.</li> <li>• Physically able to carry out the demands of the role (e.g. lifting donations, sorting stock)</li> <li>• Ability to work additional hours if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to travel to meetings or other Age UK York Locations.</li> </ul>
<b>5. Additional requirements</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding, support and commitment to Age UK York's Vision, Mission and Strategic Aims, and our efforts to realise them.</li> </ul>	