

Job Title: Charity Retail Manager – Uppingham

About Us:

Age UK Leicester Shire & Rutland is more than a Charity, we are a lifeline to older people in our local communities. As part of our mission to support older people in their everyday lives, we provide a range of services, including our shops.

We couldn't do what we do without the generosity of our donors, the dedication of our volunteers, and the loyal support of our wonderful customers. Our shops play a vital role in raising the funds needed to support our mission, and we're looking for an enthusiastic, experienced and motivated Retail Manager to join our team and help make a real difference.

Job Summary:

We are seeking an experienced and dynamic Retail Manager to oversee the day-to-day operations of our Uppingham shop. The successful candidate will be responsible for managing all aspects of the shop, including leading a team of volunteers and staff, overseeing stock management, sales, and customer service, and most importantly achieving sales targets to maximise income for the charity.

Key Responsibilities:

- **Staff & Volunteer Management:** Lead, inspire, and manage a team of volunteers and staff to ensure smooth shop operations. Provide training, motivation, and support to ensure high customer service and engagement levels.
- **Stock & Inventory Management:** Oversee the receipt, sorting, pricing, and display of donated items. Ensure that stock is rotated and displayed attractively to maximize sales.
- **Sales & Targets:** Achieve sales targets, monitor performance, and implement strategies to drive sales. Handle cash, tills, and bank deposits following charity procedures.
- **Customer Service:** Provide excellent customer service to all shoppers, ensuring they have a positive shopping experience. Deal with customer inquiries and complaints professionally and courteously.
- **Health & Safety & Compliance:** Ensure the shop complies with all health and safety regulations, as well as the charity's policies and procedures, including the safeguarding for staff and customers.

Key Skills & Experience:

- Proven experience in retail management or a similar role.
- Ability to work towards and achieve financial targets.
- Experience in volunteer management is highly desirable.
- Excellent customer service skills with the ability to engage with a diverse group of people.
- Organisational and time-management skills with attention to detail.
- Knowledge of retail stock management and visual merchandising.
- A positive attitude and enthusiasm for working in a charity environment.
- Ability to be flexible and adapt to the changing needs of Charity retail
- Excellent communication skills
- Confident in delegating responsibilities and helping team members and volunteers grow through guidance and coaching.

How to Apply:

If you are a motivated and customer-focused individual who is looking to make a real difference, we would love to hear from you. Please submit your CV/Application form along with a cover letter outlining how your skills & experiences meet the role requirements to jobs@ageukleics.org.uk

We will be reviewing applications and interviewing on a rolling basis, so early applications are encouraged. We reserve the right to close this advert early if a suitable candidate is found.

Hours : 30 including alternate Saturdays/Sundays and bank holidays 9am – 4.30pm with a 30-minute paid break

Salary: £21,149.20 per annum £13.52 per hour

Closing Date: 21.10.26

Interview Date: 30.10.26

Contract: Permanent

Age UK Leicestershire & Rutland is an equal opportunities employer. We value diversity and are committed to creating an inclusive environment for all employees.