

## Shop Manager

### About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

### Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

## Job Description

<b>Job title:</b>	Shop Manager
<b>Department:</b>	Retail
<b>Location:</b>	Boston
<b>Hours of work:</b>	30 hours per week across 5 days Monday to Saturday (Occasional Sundays may be required for events)
<b>Contact:</b>	Permanent
<b>Responsible to:</b>	Director of Charitable Services
<b>Job purpose:</b>	Working closely with the Director of Charitable Services to manage Age UK Lincoln & South Lincolnshire's retail operations (charity shop, online shop and associated retail operations), ensuring efficient and effective management of staff, volunteers, premises and stock. Providing a high quality experience to all customers, whilst achieving sales targets through income generation and ensuring that all appropriate standards of service, security and health and safety are met.

### Key Responsibilities:

- To maximise shop income and achieve sales targets for all retail operations, setting and working to agreed budgets.
- To ensure that premises are safe, clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
- To act as key holder; to open and close the shop for agreed trading hours and ensure the premises are secure at all times.
- To respond to emergency call outs if, and when, necessary.
- To increase Gift Aid donations and ensure compliance to HMRC Gift Aid requirements.
- To be responsible for the team of staff and volunteers including training, support and supervision, performance reviews and volunteer rotas etc.
- To ensure that the shop is adequately staffed at all times, coordinating cover for sickness, holiday and other absences by establishing appropriate rotas.
- To generate stock donations to meet sales requirements; ensuring efficient acceptance, sorting, pricing and display in accordance with Age UK Lincoln & South Lincolnshire's guidelines.
- To promote all Age UK Lincoln & South Lincolnshire's services.
- To ensure all staff and volunteers have a good understanding of the Age UK Lincoln & South Lincolnshire's services provided and how to access them.
- To ensure all queries about Age UK Lincoln & South Lincolnshire's services are signposted to the relevant department or head office, and that information and literature held at the shop is current and up to date at all times.
- To establish and maintain good relations with the public and neighbouring retailers.
- To develop a programme of themed seasonal displays.
- To produce monthly financial and service reports to the Director of Charitable Services on the performance of the retail functions.

- To ensure that all Age UK Lincoln & South Lincolnshire administrative and financial procedures are adhered to and followed including banking, cash register reconciliation, weekly returns and staff/volunteer supervision records.
- To work closely with the Director of Charitable Services to ensure that any problems are resolved quickly and effectively.
- Attend relevant meetings with management and be responsible for cascading information to the retail team as appropriate.
- To travel when necessary, attending relevant training courses, to collect donations and to Age UK Lincoln & South Lincolnshire's other sites as and when required.
- To promote the charity shop and assist with enhancing the image of Age UK Lincoln & South Lincolnshire.
- The role requires a degree of manual handling in sorting and lifting stock, it is the responsibility of the post holder to ensure that all of the team are fully aware of and comply with Age UK Lincoln & South Lincolnshire's policies and procedures in particular health and safety, such as manual handling, fire safety and Covid-19 safe working procedures.
- To ensure statutory and organisational responsibilities are met concerning all regulations including but not restricted to fire safety, health & safety, Covid-19 safe working guidance and employment law.
- At the heart of our organisation, a "One Team" approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Any other duties which are consistent with the post, with a focus on generating unrestricted income for the benefit of older people living in Lincoln and South Lincolnshire.

## Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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### Experience

Evidence of experience in retail and charity shop environment, with experience of EPOS system, pricing, selling and merchandising donated goods, moving & handling (Minimum 2yrs experience).	E	A/I
Experience of Gift Aid and successfully administering a Gift Aid System.	D	A/I
Evidence of working in a face to face customer focused environment.	E	A/I
Evidence of leadership skills. Managing, developing and supporting staff and volunteers, with the ability to get the best results from your team.	E	A/I
Evidence of developing partnership working with external and internal organisations.	E	A/I

### Knowledge

Awareness and appreciation of the needs of a person at risk.	E	A/I
An excellent communicator – with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds.	E	A/I
Commercially aware and good knowledge of the Retail sector.	E	A/I
Knowledge of the health and safety regulations that impact on the work for both customers and volunteers.	E	I
Ability to think creatively and independently.	E	A/I
Ability to be proactive.	E	A/I
Awareness of the function of Age UK Lincoln & South Lincolnshire's services and support.	D	A/I

### Education & Qualifications

Good standard of general education.	E	A/I
Good knowledge of IT and EPOS systems, particularly with Excel, Word and databases.	E	A/I
Evidence of continuing personal development	D	A/I

### Personal Qualities

Reliable and good time management skills.	E	I
Enthusiastic and self-confident with a flexible and 'can-do' attitude and desire to succeed.	E	I
Ability to work effectively as part of a team offering encouragement, motivation and support, with the initiative to work alone when required.	E	A/I
Willing to accept instruction and responsibility.	E	A/I
Excellent organiser and time keeper.	E	A/I
Flexible and cooperative approach and availability - flexibility in the working hours will be required. The post holder may be required to provide cover at alternative sites if Age UK Lincoln & South Lincolnshire open other charity shops within our area of remit.	E	A/I
Good local knowledge of services for older people.	E	A/I

Ability to work as part of a fast paced, dynamic team	E	A/I
Remain professional at all times	E	A/I

## Additional Information

### Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

### Weekend work requirement

Working Saturdays is a requirement of the role which will be on a rotational basis. Occasional Sunday working may be required for events.

### Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

### Probation Period

All employees are subject to a six-month probationary period.

### DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

## Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email [HR@ageuklsl.org.uk](mailto:HR@ageuklsl.org.uk) or call 0345 556 4144 and ask to speak to a member of the HR team.