

Shop Manager

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

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're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our application form we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible. If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Shop Manager
Department:	Retail
Location:	Scunthorpe
Hours of work:	Monday to Sunday – working across 5 out of 7 days with a rolling 3 week rota
Contact:	Permanent
Responsible to:	Retail Manager
Job purpose:	To be responsible for the day to day running of a designated Age UK Lincolnshire charity shop, working closely with the Retail Manager in order to increase sales and promote the work of the charity. 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 work with the Retail Manager to meet sales targets by managing, training, motivating and providing feedback to staff and volunteers.
- To be responsible for the team of staff and volunteers including 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 maximise shop income and achieve sales targets, 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 generate stock donations to meet sales requirements; ensuring efficient acceptance, sorting, pricing and display in accordance with Age UK Lincolnshire's guidelines.
- To promote all Age UK Lincolnshire's services.
- To ensure all staff and volunteers have a good understanding of the Age UK Lincolnshire's services provided and how to access them.
- To ensure all queries about Age UK 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 Retail Manager on the performance of the charity shop.
- To ensure that all Age UK 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 Retail Manager 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 Lincolnshire's other sites as and when required.
- To promote the charity shop and assist with enhancing the image of Age UK 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 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 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 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 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.

Flexibility

As per your contract flexibility for working hours is required. As part of the role you will be expected to work weekends and Bank Holidays when requested.

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 a satisfactory DBS check.

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 basic 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@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.