

JOB DESCRIPTION:

TITLE:	Shop Manager
EMPLOYED BY:	Age UK Waltham Forest
RESPONSIBLE TO:	Shop Manager
BASED AT:	857 High Road, Leyton, London E10 7AA
HOURS:	5 days per week – to be agreed with successful candidate
CONTRACT:	Fixed until October 2026. Possibility to extend depending and lease and successful turnover
SALARY:	£15.12 per hour

As part of our continued growth and diversification of income streams, Age UK Waltham Forest has opened a new charity shop in Leyton.

The Shop Manager will hold responsibility to maximise store sales and profits as well as manage the day to day running of the store including Health and Safety; supporting volunteers and making our shop a place where people want to shop.

Key Responsibilities

Sales & Profitability

- Take full ownership of the shop's financial performance, regularly reviewing sales and profitability to ensure targets are met or exceeded.
- Inspire the team to think creatively and explore new ways to grow revenue, both in day-to-day operations and long-term planning.
- Lead efforts to optimise Gift Aid contributions on donated goods, ensuring team awareness of Gift Aid Schemes.
- Work proactively to maximise trading hours, including ensuring full cover and management continuity in your absence.
- Ensure sales are maximised through e-commerce and social media.

Team Leadership & People Development

- Recruit, onboard, and retain a well-rounded team of volunteers and paid staff, ensuring the team reflects the diversity of the community.
- Oversee training and continuous development, giving staff and volunteers the tools they need to thrive in their roles.
- Encourage a supportive, inclusive work culture where contributions are valued and team members feel motivated and engaged.
- Schedule and allocate duties effectively to ensure smooth day-to-day running, from shop floor activities to backroom operations.
- Conduct regular performance reviews and team meetings to promote clear communication and shared goals.
- Apply organisation policies and procedures consistently when managing team performance,

wellbeing, and safeguarding concerns.

Visual Merchandising & Shop Standards

- Maintain high standards of cleanliness, organisation, and visual appeal throughout the store, including display windows, retail space, and stockroom areas.
- Carry out regular walkthroughs to assess presentation and merchandising quality, addressing any issues immediately to uphold the Age UK Waltham Forest's standards.
- Ensure stock rotation and shop floor replenishment is performed regularly.

Stock Management & Donation Sourcing

- Take responsibility for maintaining consistent stock levels by driving donation efforts and collaborating with the team to source items.
- Manage the sorting, selection, pricing, and preparation of donated stock according to brand standards and pricing guidance.
- Maintain efficient backroom operations, ensuring a continuous flow of stock from intake to shop floor.

Security, Finance & Administration

- Ensure all cash handling, security, and banking procedures are followed accurately and securely.
- Maintain responsibility for shop keys and ensure proper opening/closing procedures are adhered to.
- Complete necessary administrative tasks and data input into retail systems promptly and accurately.
- Follow all organisational policies related to financial controls, IT use, and back-office documentation.

Working Relationships & Wider Responsibilities

- Liaise closely with the Chief Executive to identify and resolve operational issues quickly and constructively.
- Uphold all safeguarding and compliance procedures, ensuring a safe environment for staff, volunteers, and customers.

General Expectations

- Attend meetings and training sessions
- Demonstrate energy, adaptability, and a proactive approach in a fast-changing environment.
- Build positive relationships with both customers and volunteers through effective communication and interpersonal skills.
- Be flexible with working hours, including occasional evening and weekend shifts (with time off in lieu provided).
- Take part in relevant training and personal development opportunities.
- Use IT tools confidently for self-servicing tasks.
- Carry out other duties relevant to the role as requested.

Person Specification

Qualifications, experience and knowledge	Essential	Desirable
Ability to work as part of a team	Y	
Commitment and Reliability	Y	
Ability to demonstrate good customer care practices	Y	
Experience and competence in using IT systems	Y	
The knowledge of the importance to respect and maintain client confidentiality in line with Age UK WF policy.	Y	
Experience in Safeguarding		Y
Knowledge of transactions, payment handling, banking	Y	
Knowledge of Product Pricing		Y
Experience of Working in a charity shop		Y
Retail fashion experience		Y
Experience in dealing with the general public	Y	

Skills and abilities

Multi-lingual in particular community languages spoken in Waltham Forest		Y
Basic literacy and numeracy skills and ability to assimilate information by reading and listening	Y	
Good IT skills	Y	
Good problem and analytical skills	Y	
A methodical and orderly approach	Y	
Excellent interpersonal skills including verbal and written communication.	Y	
To have an open-minded , non-judgmental approach when receiving customers and dealing with their concerns	Y	
Able to maintain good working relationships and actively contribute to team development.	Y	
Competence in using information technology including various software applications.	Y	
Able to work independently and manage own workload on a day to day basis and make efficient use of time and resources.	Y	
Well organised, methodical and able to prioritise work load.	Y	
To maintain acceptable standard of window and internal display/stock presentation	Y	
Willingness to learn and enhance knowledge and skills and to attend training courses when requested.	Y	
Ability to move and handle donated or delivered goods	Y	
Able to work flexibly.	Y	

Equal opportunities

Understanding of diversity and commitment to equal opportunities.	Y
Ability to deal with equalities issues in the workplace.	Y
Accepts accountability for behaviour, successes and failures	Y
A willingness to undergo a DBS check	Y
Demonstrates integrity in dealing with others.	Y