

## Job Description

### Charity Shop Management Team Member

<b>Job Title</b>	Shop Management Team Member
<b>Hours</b>	Expected hours - 20 - 30 per week. Working pattern including some weekends and bank holidays.
<b>Contract</b>	Permanent
<b>Salary</b>	£23,187 - £25,568, (DOE) per annum, pro-rata. Company pension offered. Employer contribution 6%
<b>Location</b>	Salisbury and Devizes - Multi-location role
<b>Closing Date</b>	9am Friday 2 <sup>nd</sup> May 2025.
	Post is <b>subject to</b> Rehabilitation of Offenders Act (ROA).

## About Us

Age UK Wiltshire is a local independent charity working to help everyone make the most of later life. We support older people across Wiltshire, Swindon and Southampton, offering activities, events, social contact, and information and advice.

## Our Vision and Values

Age UK Wiltshire's core values are to be: 'Person-Centred, Ambitious, Trusting, and Empowering'. We enact these values in all our services and projects, whilst envisioning an empowered older population equipped with the necessary tools to thrive in later life.

## Main Purpose & Scope

We're looking for an individual to join our charity shop's retail management team. You'll be a part of a vibrant team dedicated to making a difference for those experiencing later life. Our shops connect us to our beneficiaries and help to raise awareness of the charitable work we do.

This role works within the management team to support with the day-to-day management of the shop, as well as working with them to achieve agreed sales targets to maximise income generation. The post-holder is responsible for ensuring the efficient and compliant day-to-day operation of the shop, through effective management of own and volunteer resources.

## Key Responsibilities

Support and assist with the day-to-day management of the shop, including:

- Work alongside a team of staff and volunteers to provide a high-quality service, representing Age UK Wiltshire on the high street.
- Drive sales, achieve/exceed targets, and manage KPIs effectively.
- Ensure stock is displayed and managed effectively on the shop floor to maximize footfall and sales.
- Efficiently manage stock collection and deliveries, including organisation of backstage areas.
- Attend training courses and meetings on behalf of the charity shop, relaying relevant information to the shop team.
- Ensure compliance with Trading Standards and Health and Safety legislation.
- Provide adequate volunteer coverage by managing a rota system.
- Work with other Age UK Wiltshire charity shop managerial staff to provide and arrange cover for shops as required.

## Equity, Diversity, and Inclusion

AUKW is committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. We know that we can only retain our position of excellence in supporting those in later-life by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

## Person Specification Retail Management Team Member

Criteria Category	Requirements	
Education & Qualifications	Good standard of general education, including Maths and English GCSE or equivalent.	Essential
	Certificate in First Aid	Desirable
	Must hold a driving license and have access to a car and be prepared to travel throughout our catchment area (Wiltshire and Swindon). <b><i>Please note that as this role is shared between our Salisbury and Devizes Charity</i></b>	Desirable

	<b><i>shops, applicants will need to be able to travel between the two shops.</i></b>	
--	---	--

Criteria Category	Requirements	
<b>Experience &amp; Knowledge</b>	Proven retail experience, including supervision of staff, ideally within the retail or voluntary sector.	Essential
	Knowledge of the trading standards requirements in relation to the sale of goods and consumer rights.	Essential
	Awareness and compliance with the Health and Safety Act legislation and requirements.	Essential
	Experience in effective stock management and visual merchandising or product display design.	Essential
	An understanding of the charity/voluntary sector.	Desirable

Criteria Category	Requirements	
<b>Skills</b>	Accurate cash management skills and effective shop security knowledge.	Essential
	Ability to curate a high-standard retail experience for our customers.	Essential
	Personable and team motivated.	Essential
	Good attention to detail and organisational skills.	Essential
	Visual Merchandising experience.	Desirable

Criteria Category	Requirements	
<b>Personal Qualities</b>	Acts as a positive representative of AUKW.	Essential
	Commitment to embodying AUKW's values and behaviours at all times.	Essential
	Have a track record of working inclusively and a genuine appreciation of the value of equity, diversity, and inclusion.	Essential

	Maintains professional standards at all times.	Essential
	Authenticity, openness and transparency.	Essential
	A flexible attitude that focuses on the highest quality of service provision.	Essential