



National Star

Realising the aspirations
of people with disabilities

Charity Shop Manager JOB DESCRIPTION

ORGANISATION RESPONSIBILITIES:

Reports to: Head of Retail

Manages: National Star Charity Shop - Deputy Manager & other Retail Volunteers

Based at: National Star Shop – Abbeydale (*& occasional cover elsewhere as required*)

BACKGROUND

National Star is a national charity that works predominantly with 16-25 year olds with a wide range of complex disabilities. Rated **Outstanding** by OFSTED in 2017 & **Outstanding** by CQC (Care Quality Commission) in 2018. At our core is the delivery of a number of specialist educational programmes ranging from broad life-skills to employment skills. These programmes are a mix of residential & day provision that are delivered currently across 3 main locations: Ullenwood, Nr Cheltenham, Hereford & in Mamhilad, South Wales.

In addition to these core programmes National Star, working with various local authorities, also run a number of national programmes including LIFT, helping people with disabilities to travel & access public transport independently & STEPS into WORK that helps people with disabilities gain work experience & employment skills in a professional business setting, working in partnership with a wide range of local & national employers.

We are also a centre of excellence for specialist training & run a number of programmes & courses aimed at professionals working in the Special Educational Needs (SEN) sector. In addition to these National Star also runs a number of Social Enterprises that provide valuable work experience & training including: StarBistro, a restaurant open to the public, StarPrint, a digital print business producing various printed materials including mugs, coasters, bags, clothing, canvases, posters & flyers & StarShop an in-house shop. We also run a number of commercial businesses including: glamping, a golf course & also a busy programme of summer lettings, respite care & short breaks. Finally we have a very active fundraising arm that works on a range of major capital fundraising development projects for National Star as well as a busy programme of fundraising events ranging from Firewalks & Abseils to Skydives & other sponsored events.

National Star is committed to investing in & developing new businesses in order to help generate income for the charity to support the work that we do. Funding in the field we specialise in has always been challenging but as the complexity of the students we support has increased so has the need to identify additional sources of income.

National Star launched its first charity shop in Gloucester in October 2020 & our second shop in Cheltenham in November 2021. We have since added shops in Hereford, Hatherley and Cirencester and will be opening our latest shop in Abbeydale, Gloucester later this year. You will be joining National Star at an exciting stage in our growth & this role is key to help driving that growth as we look to rapidly expand our network of shops.

MAIN PURPOSE OF JOB:

To generate new sources of income for our charity within the shop, building relationships with the local community that generate donations and volunteering support.

This role will be very “hands on” & practical and need a consistent approach to drive the four income streams, donated sales, recycling, gift aid and brought in goods whilst managing the policies & processes within National Star- Retail.

Ultimately working with our Head of Retail you will also be responsible for our retail financial reporting within the shop. You will also be responsible for your Deputy & volunteer training working with them, ensuring the safe operation of your shops & your teams.

The individual will be energetic & enthusiastic with a real passion for the specific challenges of charity retailing.

KEY RESPONSIBILITIES:

On an ongoing basis:

- Adhere to and promote the policies and procedures within the Retail Operational Manual at all times
- Attract, recruit, train & then manage the Deputy & the volunteer teams as we open our shops.
- Lead & support the team in their day to day operations on an ongoing basis
- Manage the sourcing, sorting, preparing for sale, whilst meeting pricing expectations
- Maximize the sales targets and other KPI`s as set by National Star, controlling all costs
- Ensure that our shops reflect the spirit & ethos of National Star in terms of messaging, accessibility, equality & non-discrimination
- Liaise with the Head of Retail regarding any other commercial, HR, H&S, legal, property maintenance or security issues

Supporting the Head of Retail in:

- Recruiting & training our volunteers
- Maintaining a safe environment for staff, volunteers & customers
- Organising appropriate volunteer levels & rotas, maintaining consistent trading hours
- Managing any staff or volunteer related issues & support in providing essential staff cover
- Ensuring consistent quality of customer service at all times
- Achieving & maintaining high standards of housekeeping, organisation & cleanliness throughout our shops internally and externally
- Ensuring our shops are consistent in appearance, well stocked & displayed merchandise at the appropriate pricing levels, reflecting seasons and events
- Maximizing and managing the brought in goods operation, minimising stock loss whilst ensuring that there is adequate stock levels in the shop
- Managing the movement and levels of stock within the shop and to other shops, being robust with the waste and recycling areas and driving regularly stock appeals
- Implementing National Star's retail standard operating procedures & processes relating to all aspects of our operations including: banking, EPOS systems, GDPR regulations, health & safety, management reporting, rotas, security, staff management, volunteer recruitment & management
- Rolling out any POS promotions, charity or fundraising messages as directed by National Star
- Monitoring all cash operations and security concerns in all areas, satisfactory completing all daily audits and securing tight banking processes

- Attending all meetings and training sessions required to perform the role effectively, completing all e-learning as & when required
- Actively participating in annual reviews as well as organizing deputy and Volunteers reviews regularly
- Being available for five days over a seven day working week working Bank holidays / Sundays as and when required. Managing staff absences within National Star policies & procedures.
- Supporting other shops within National Star when required, within a reasonable distance.

WIDER RESPONSIBILITIES

1. Set, observe & require appropriate standards of personal behaviour & presentation & communication.
2. Demonstrate personal commitment to equality to ensure we develop a community which celebrates & values diversity & national values
3. Undertake risk assessments & implement procedures to manage risks appropriately
4. Ensure that in all your work that you support the National Star Ethos of “Realising the aspirations of people with disabilities”
5. Maintain personal & professional development to meet the changing demands of the job & participate in mandatory & developmental training activities
6. Undertake any other duties which may be reasonably requested by the Retail Operations Manager & National Lead - Community Income Generation.

SAFEGUARDING

The organisation takes seriously its responsibility for safeguarding & is committed to safeguarding & promoting the welfare of young adults & children. Therefore we require that all staff share this & act accordingly by applying organisation policy & procedure & attending annual safeguarding training.

EQUALITY & DIVERSITY

Through personal example & clear action demonstrate commitment to equality & diversity ensuring equality of access & treatment in employment & service delivery to all.

HEALTH & SAFETY

Promote the organisation’s Health & Safety at Work Policy & Procedure & ensure these are implemented effectively within the department.

GDPR

Promote the organisation’s GDPR regulations Policy & Procedure & ensure these are implemented effectively within the team.

PERSON SPECIFICATION - CHARITY SHOP MANAGER

	ESSENTIAL	DESIRED
Qualifications:	<ul style="list-style-type: none"> • Good standard of general education 	<ul style="list-style-type: none"> • GCSE English & Maths or equivalent
Experience:	<ul style="list-style-type: none"> • Worked within retail sales, ideally fashion • Have experience in managing / coaching • Experience of dealing with the public 	<ul style="list-style-type: none"> • Experience in charity shop retailing • Experience of working with volunteers • Experience of Visual Merchandising
Skills/Abilities:	<ul style="list-style-type: none"> • Customer service focus • Good communication skills • Diplomacy • Proven management skills • Ability to motivate & delegate • Numerate / literate • Basic IT Literacy: MS Word, Outlook • Strong organisational & planning skills • A team player 	<ul style="list-style-type: none"> • Understanding of stock management • Understanding of P&L Accounts • Understanding of budgets • Creative • Aware of standards & expectations within a retail environment • MS Excel
Other	<ul style="list-style-type: none"> • Working pattern 5 days over 7 • Be flexible to cover other shops as & when required for Holidays / Absence • Ability & willingness to undergo training 	<ul style="list-style-type: none"> • Administration skills • Report writing • Commercially aware • Car driver with own vehicle