

JOB DESCRIPTION

<u>JOB TITLE</u>	Charity Shop Manager
<u>RESPONSIBLE FOR:</u>	Charity Shop & Warehouse Volunteers
<u>ACCOUNTABLE TO:</u>	President & Committee of Age Concern Menorca

MAIN PURPOSE

To manage the Age Concern Menorca's charity shop and warehouse currently on the Mahon Poligono, ensuring efficient and effective management of volunteers, premises and stock to provide a high-quality retail service and achieve sales expectations.

To ensure that all appropriate standards of security and health & safety are met to comply with the health and safety laws.

MAIN DUTIES

1. To maximise shop income and achieve sales expectations.
2. To ensure that the shop premises are clean and tidy at all times and those goods are displayed in an attractive and presentable manner. To design themed window displays, sometimes to include aspects of the charity's work or events.
3. To act as key holder. To respond to any emergency call out if and when necessary. To be responsible for shop volunteers holding keys to ensure that the premises are opened and secured at the end of each day's trading.
4. To recruit, supervise and support the Charity Shop volunteers, liaising with them concerning: presentation, rotas and daily duties etc. To ensure that the shop is adequately staffed at all times, and keeping the volunteer contact list up to date. Also keeping volunteers' other personal information strictly confidential. Ensuring that all volunteers understand and adhere to health and safety policies.
5. To generate stock donations to meet sales requirements: accept, sort, price and display stock in accordance with Age Concern Menorca's guidelines. Taking responsibility for stock control, including disposal of unsold/unsuitable donations. Ensuring that the pricing/storage areas are kept safe, clean and the items appropriately stored. Purchase items when required, for example shop equipment and volunteer refreshments. Liaising with the Treasurer when considering making large purchases.
6. To work with the Committee to:
 - Promote and enhance the image of Age Concern Menorca.
 - Ensure that all queries about Age Concern Menorca's other services are directed to the appropriate officer and that information held at the shop is up to date.

- To make regular written reports to the committee on the performance of the shop and warehouse.
 - To attend committee meetings when required.
 - To report any incidents or potential incidents in the shop's premises to the President or Vice President to comply with all health and safety policies.
 - To work closely with the Committee of Age Concern Menorca to ensure that any problems are resolved quickly and effectively.
7. To ensure that all Age Concern Menorca's administrative and financial procedures are followed: - including banking, cash register reconciliation and other financial documentation and that those are dealt with in a confidential manner. To ensure volunteer contact details are complete and kept up to date and any changes forwarded to the relevant committee member in a timely manner.
 8. To assist with Age Concern Menorca's fundraising and marketing opportunities, which may involve representing Age Concern Menorca at functions or events.
 9. To support our other departments like; Social Events, Medical Equipment and Lifeline. There will be a training programme to assist the Lifeline service, which is a highly confidential part of Age Concern.

OTHER FEATURES OF THE JOB

The post holder will be expected to work a minimum 25 up to 30 hours per week. The hours will be 9.15 to 1.45, 5 or 6 mornings a week. The shop trading hours are 9.45 to 1.15pm Monday to Saturday. Some flexibility in the working hours will be required from time to time. A time sheet is required. No overtime payment will be made.

The post holder will be expected to arrange and sometimes collect donations in the vehicle supplied by Age Concern Menorca and arrange and sometimes deliver items as appropriate, keeping the diary for the vehicle bookings up to date. They will be responsible for arranging for the vehicles to be serviced and have the ITVs at the appropriate times.

The post holder must have sufficient ICT skills to perform the role effectively. The ability to use Microsoft Word and Excel and to be able to post on Facebook is essential.

The annual leave entitlement will be 24 days plus public holidays. The salary is 'segun convenio' - appropriate to a shop manager role. The post is subject to a 3-month probation period.

This job description will be reviewed from time to time and may be updated depending on the changing needs of the charity.

To apply for this post, please forward a C.V. and letter of application to: The Secretary, Jane Bryer. jane.bryer@hotmail.co.uk

For general enquiries please call Tony Rickwood (Vice President) on 620 017 437
Closing date for applications is: 22nd June 2022.