

RSPCA SOUTH LONDON

Charity Shop Manager Recruitment Pack



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Recruitment Pack

RSPCA South London Branch

The RSPCA South London Branch is a separately registered charity although we are supported by and work in partnership with the RSPCA National Society. We are primarily self-funding and the money we spend on animal welfare in South London is raised in our surrounding areas. The RSPCA South London Branch has been helping animals and their owners in across South London since 1978. We use private catteries, vets and volunteer fosterer to look after cats and rabbits. Many of our animals are brought to us via national RSPCA inspectors who have rescued them from dangerous and abusive situations. We rehabilitate and rehome around 70 animals each year. We also run a financial assistance scheme to help pet owners with emergency or unexpected vet fees, to ensure that no animal suffers and all receive the treatment then need and deserve. Staffing costs, supporting our volunteers, veterinary bills and most importantly caring for, rehabilitating and rehoming our animals costs around £350k a year.

The branch currently operates three charity shops (Crystal Palace, Tooting and Addiscombe). We need to improve our retail offering and ensure it's contributing to the work of the charity both financially and as a window into the vital animal welfare work we do. We are looking for an experienced manager who can take on the challenge of running the Crystal Palace shop and making it their own. This shop has huge potential and we're looking for someone with the drive and passion to make it happen.

Purpose

The Shop Manager will be responsible for all the day to day aspects of managing the shop, including:

- Increasing income and managing controllable costs
- Working hard to ensure their store is hitting their sales targets and maximising potential.
- Recruiting, training and managing a team of volunteers of a daily basis.
- Receiving and sorting donations.
- All relevant paper working and banking.

Salary: £13 p/h

Hours of Work: Full time, 37.5 hours per week across 5 days, 9.45am - 6.15pm with an hour unpaid lunch break. Tuesday - Saturday

Place of Work: You will have a permanent shop location in Crystal Palace, with the possibility of covering at any of the branch's shop locations.

- 14 Westow Street, SE19 3AH
- 267 Lower Addiscombe Road, CR0 6RD
- 71-73 Upper Tooting Road, SW17 7TW

Duration of Post: Permanent, subject to a satisfactory 6 month probation period and achieving agreed income targets.

Reporting to: The Branch Manager

Application Process: Applicants must complete the required application form. Successful candidates will be required to work a half day trial shop before any job offer is confirmed.

Start date: asap

Retail Duties:

- To achieve agreed targets and profits by maximising sales and managing controllable costs
- To ensure that a high standard of service to customers is maintained at all times
- To plan and promote internal and external sales promotions as directed and to raise the profile of the RSPCA Branch within the local high street and community
- To ensure all available selling space is used effectively to optimise sales
- To maintain a high standard of presentation, both in windows areas and to the interior of the shop
- To achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises
- To actively encourage the public to donate saleable stock
- Organise successful methods of attracting stock, including advertising on social media
- Organise and promote seasonal donation campaigns to attract stock at key times.
- To ensure there is a constant and adequate flow of stock from stockroom to the shop floor
- To ensure Gift Aid is being monitored and all customers are being asked to sign up to the gift aid scheme
- To comply with GDPR by keeping customers' personal details locked away and destroyed as necessary
- To ensure that stock densities are maximised on the shop floor, at all times
- To select & price stock in accordance with the local market forces
- To rotate stock on a regular basis so that no items of stock remain on the shop floor for longer than necessary
- To manage waste effectively through organising waste collections ensuring high standards of health and safety in the shop at all times
- To actively recruit and train volunteers enabling them to perform their tasks efficiently and effectively

- Support and motivate existing volunteers to assist with retail activities across our shops. Providing any necessary support and training.
- Keeping clear records of volunteers personal information and any training which they have undertaken.
- To organise weekly staff/volunteer rotas to ensure that all elements of the shop run effectively
- To ensure that all staff/volunteers comply with Branch policies
- To effectively communicate with staff and volunteers to ensure they are fully aware of the Branch vision and values and positively promote the work of the Branch
- To ensure all relevant administration is completed promptly and in line with Branch policies
- To ensure all financial, cash handling and security procedures are adhered to as per Branch policies reporting discrepancies to the Branch Manager
- To hold the shop keys where necessary ensuring that the shop is secure whenever it is left unattended
- To notify the Branch Manager in the event of suspected theft or dishonesty by any member of staff or volunteer
- Ensure trading hours are strictly adhered and set according to the local market
- Ensure that appropriate HR policies and procedures are adhered to in compliance with the relevant employment legislation and branch employment policies and procedures seeking guidance from the Branch Manager
- Build and develop positive internal and external relationships to ensure maximum income for the charity
- Promote the shop in the local area using all available promotional opportunities (subject to any Branch rules for communication with the media)
- Ensure compliance with the branch's health and safety policy (including fire safety, risk assessments and security procedures) and relevant legislation
- To attend management meetings and training courses as requested
- To carry out such other reasonable tasks as directed by the Branch Manager.

General Duties:

- To promote a positive image of the Branch by maintaining a high level of customer services at all times.
- Ensure compliance with RSPCA standards & policies, relevant legislation and best practice, in all aspects of the role.
- Foster the highest standards of performance, discipline, honesty and integrity from the branch retail team of staff & volunteers.
- Contribute to the development of appropriate policies and procedures for retail.
- Work with the Branch Manager to promote fundraising and animal adoption opportunities in store.
- To carry out any other duties, as required, commensurate with the level of the post.

Person Specification

	Essential	Desirable
Knowledge and Experience	• Retail management experience • Experience of handling difficult people and management issues • Experience of cash handling and financial management procedures (including completion of sales records) • Training, coaching and mentoring skills • Interpreting financial data to benefit the shop • Inputting financial data for weekly sales records • Strong organisational skills and the ability to make positive changes	• Experience of working for a charity • Previous successful sales experience • Experience of recruiting and managing volunteers • Experience of managing a Gift Aid system for donated goods
Education and Qualifications	• Good standard of education/literacy/numeracy including Maths and English GCSE's of equivalent.	• Retail management qualification • A relevant Undergraduate Degree
Personal Attributes / Key Skills	• Willingness to work flexibly and able to travel across the South London Branch area • Commitment to the RSPCA South London Branch's values and behaviours that underpin these • Ability to work as part of team • Ability to remain calm and professional during difficult situations • Personal drive and resilience • Enthusiastic and self-motivated to achieve beyond targets • The ability to multitask and prioritise • Excellent communication skills both written and verbal • Proactive and collaborative approach • Have a flexible approach to the ways in which we work, to maximise service delivery	• Results focused and a drive to succeed • Ability to communicate effectively with individuals of varying levels of seniority to gain support, build and maintain relationships • Ability to use social media as a communication and engagement tool • Willingness to undertake training and development
Other	• An understanding of, and passion for the work of the RSPCA South London Branch • Willing and able to travel around the Branch area and work at other charity shops if required	• An understanding of, and passion for the work of the National RSPCA