



CHARITY SHOP MANAGER

TYKES – The Young Karers Sutherland

Location: Golspie

ABOUT THE ROLE

Working hours:	17.5 hours
Working arrangement:	To be agreed.
Location:	TYKES Charity Shop, Golspie
Holiday entitlement:	We offer a holiday allowance above statutory minimum
Salary:	£13,650 per annum (£27,300FTE)
Contract type:	Fixed term to 31 st March 2026. Possibility to extend subject to funding.

ABOUT TYKES

TYKES is a registered charity which delivers respite and support services to young and young adult carers across Sutherland.

THE ROLE

TYKES are seeking to appoint an experienced shop manager who will be responsible for developing TYKES' established charity shop in Golspie. The successful person will be required to guide and support a team of established volunteers and establish the shop as a high-quality training centre for the provision of retail work experience for young carers.

EXPERIENCE

The role will ideally suit someone with previous shop management experience.

Experience of operating within the charity sector would be an advantage.

KEY RESPONSIBILITIES

Shop Management

- To develop, in conjunction with the Project Leader, volunteers and the Board, a strategy for the shop to establish it as a retail destination for locals and visitors.
- To manage the day to day shop retail activity, undertaking tasks when required and delegating to volunteers where appropriate.
- To ensure compliance with all aspects of Health and Safety legislation and risk management in the shop.
- To optimise sales of donated stock and ensure high standards in the appearance of the shop and window displays within organisational brand and identity guidelines.
- To manage all shop utilities, liaising with the Office Manager, and organise maintenance as required in compliance with the building lease.
- To ensure an effective system is implemented to ensure the efficient processing of donations.
- To ensure all equipment is well maintained, damage is reported, and necessary repairs are undertaken.
- To ensure the appropriate standards of cleanliness are maintained throughout the shop including the sales floor, stock processing area, and communal areas.
- To maintain a rigorous process of stock selection and rotation.

Volunteer Management

- To work closely with the established volunteer base to understand how the shop best serves and responds to the needs of the local community.
- To provide effective leadership to volunteers to ensure that they feel supported, respected, and valued.
- To establish and deliver a programme for the recruitment and retention of volunteers providing induction, training and ongoing support and advice.
- To increase the volunteer numbers to enable an extension of opening hours/days as appropriate.
- To ensure high customer service standards are achieved and maintained.
- To manage volunteer rotas to meet the needs of the charity shop.
- To ensure that appropriate policies and procedures in relation to volunteers and customers are adhered to, and in compliance with the relevant employment legislation.
- To manage formal complaints and resolve internal and external issues relating to customer service, customer care and volunteer relationships, with external HR support as necessary.

Young Carer Skills Support and Development

- To work with the Project Leader to develop and implement a work experience programme for Young Carers enabling them to build confidence and develop employability skills.
- To work with the volunteers to provide Young Carers with a positive experience of retail.
- To work with existing community groups to obtain accredited volunteer awards which will be recognised by future employers and further education institutes.

Financial

- To ensure all financial management, cash handling, daily banking and security procedures are followed.
- To establish a Gift Aid scheme, adhering to HMRC guidelines, and to ensure that all volunteers understand how it works and are fully trained.
- To regularly meet with and advise the Project Leader and Office Manager, reporting on operational and financial performance.

BE PART OF THE TEAM

Training and development is available to support the post holder to meet the wide ranging responsibilities of this rewarding and diverse role.

Does this sound like a role for you? If yes, we will welcome the chance to talk to you. Please email a covering letter and an up-to-date CV to nperks@redstartuk.com.

CLOSING DATE

Wednesday 28th February 2024

Applications received after the closing date may not be considered.

EQUAL OPPORTUNITIES

TYKES is committed to an active Equal Opportunities Policy, which starts with our recruitment process.

REGULATED WORK REQUIREMENTS

Successful candidates are required to have a background check through Disclosure Scotland.