

Shop Manager Job Description

Job Title: Shop Manager

Department: Retail

Responsible to: Retail Area Manager

Location: Winton, Bournemouth



Main Purpose of the Role

Do you love being at the heart of the charity retail community? Are you a real 'people person,' who also has an artistic flair for creativity? If so, then we may just have the perfect role for you!

In 2023, we were very proud to open our brand-new Winton charity shop, right in the heart of the community in this bustling & busy Bournemouth suburb.

By having such a great shop, in a fantastic location, our aim is to raise funds for the rescue animals who need us, and to promote our work to wonderful, local supporters.

We are on the lookout for a positive team member, who is experienced in Retail and has a real passion for showcasing new and pre-loved items in an inviting way.

Our ideal candidate would also have knowledge of managing and / or being a volunteer, and recognise the importance and value of nurturing this relationship.

This person does not necessarily need to have direct charity retail experience, although this would be an advantage, but a love of animals is a real must, as all of our 7 charity shops are proud to be very dog-friendly.



An Overview of the Role

- Motivate supporters to donate via dropping off their items & promoting at-home collections for larger items and multiple donations
- Prepare new stock for the shop floor and steward volunteers in carrying out this process
- Provide great quality supporter services, building strong internal & external relationships
- Recruit & maintain a solid team of (minimum) 10-15 volunteers to support the successful daily running of the shop
- Inspire your team to maintain an exciting, visually impressive & high standard of merchandising
- Participate in monthly shop management team meetings, and meetings held with the wider Retail management team when applicable
- Manage and maintain income & expenditure budgets and deliver upon financial targets

Responsibilities



- Achieve weekly sales & profit targets by maximising sales and minimising costs
- Ensure profitable trading in order to maximise income for the charity
- Be the primary key holder, following all necessary opening and closing procedures
- Support the Fundraising & Communications team via in-store promotions, as and when requested
- Oversee the delivery of great supporter services at all times, by all people
- Line-manage the Assistant Manager, providing support and training when needed
- Encourage and control local events engagement and potential for additional sales platforms
- Run till income reports to identify and analyse opportunities to maximise the potential of different product categories
- Ensure all MGAR monies are managed safely, accurately and banked daily and all till-trained staff process sales accurately through the till
- Identify high value items from donations and inform Retail Area Manager for their consideration for listing items online
- Support the trading operation of the shop during seasonal Bank Holidays & occasional Sundays, where requested
- Provide training and development for staff & volunteers to enable them to perform their roles efficiently, effectively & confidently
- Create a staff & volunteer rota and allocate tasks fairly & appropriately
- Provide holiday & sickness cover for your team and other staff members as required, which may sometimes mean working additional hours or at another location

Our Unique MGAR Shops' Style



We are proud of the work carried out in our network of 7 charity shops, and often receive comments from supporters that they have a very individual, boutique style, which helps them to stand out from the crowd.

We love how much passion our Retail team has for presenting the shops in the best possible way, and we would love for our new team member to:

- Deliver & oversee exciting, different, sometimes themed window displays to entice supporters to shop with us
- Oversee consistently great, clean layout of the shop space, including implementing seasonal stock changes when appropriate
- Generate & maintain sufficient stock levels to achieve your weekly sales target
- Proactively engage with the local community in order to encourage great quality, regular donations
- Select & price stock consistently, in accordance with Margaret Green Animal Rescue pricing guides
- Regularly rotate stock, as agreed by your line manager, to ensure a great shopping experience is delivered to our regular supporters

About You



We would love you to apply for this exciting & varied role, if you:

- Enjoy having a job where no two days are the same
- Like to manage people, and are also not shy to muck in and get involved with the physical & heavy-lifting side of the work
- Are highly organised, relish the challenge of beating targets and take a great deal of pride in promoting a positive & happy working environment
- Can see the potential value in pre-loved items and love everything to do with new and vintage clothing & homeware

You're sure to be in your element when you see some of the amazing and unusual donations we are fortunate enough to receive!

Above all, if you would like to know you are part of a team where rescue animals and their welfare are at the heart of everything we do, and delivering great supporter services are an important way to achieve our mission, then we are waiting to hear from you.

- This role covers 40 hours per week (across Monday to Saturday), on site at our charity shop in the centre of Winton, Bournemouth.
- The Shop Manager role typically involves around 80% of the time dedicated to operational tasks & maintaining shop floor standards and around 20% of the time carrying out administrative tasks.
- There is access to free parking nearby to the shop.
- The salary for this full time role is £27,060.80 per annum.

