

TAMES PARTNERSHIP: A joint venture between Trafford Carers Centre and
Manchester Carers Centre

Job Description

Job Title: Charity Shop/ Health and Wellbeing Enterprise Manager/s

Salary: £18,376-£19,742 per annum, pro-rata

Hours: 1 full-time post , 35 hours, 9.30am – 5.00pm (5 working days including Saturdays)

Or 2 part time roles, each 17.5 hours (including Saturdays by rotation)

** Either a full-time position or job-share option would be considered so those seeking either full or part-time hours are also encouraged to apply. There is space to indicate your preference on the application form.

Supervised by: CEO Trafford Carers Centre

Accountable to: Partnership Programme Board

Based: 2 Curzon Road, Sale

Job Summary

- To be responsible for the effective operation of the shop and health and wellbeing project, which will include; Setting up and operating an enterprise comprising of a charity shop and health and wellbeing enterprise. Play a key role in developing a successful trading model which generates income to sustain services for unpaid carers in Trafford and Manchester.
- Manage day-to-day running of the charity shop and health and wellbeing enterprise which will include optimising sales, carrying out administration, managing and training staff and volunteers and creating a positive and fulfilling working environment for all.
- Help to identify carers and direct them to sources of support. Helping to promote our charity brands and high-street awareness of the carers' cause.

Main Duties

Strategic:

1. To support CEOs of both Trafford Carers Centre and Manchester Carers Centre with the strategic development of a new and exciting business model. To create innovative and effective ways of generating income to support service delivery to carers.
2. To brief the CEOs and project management (Partnership Programme Board) at regular agreed intervals on progress. To provide comprehensive reports when required.
3. To propose action for improvements in operations.
4. To work strategically to connect the shop/enterprise with service delivery to carers; ensure that it is an effective access point for carers by helping to identify carers and signposting them to Trafford Carers Centre or Manchester Carers Centre. Encourage participation from carers in the shop/enterprise itself.

5. To maintain an awareness of local community and commercial developments.
6. To maintain and develop strong relationships with the local community, network effectively with surrounding businesses and maintain good channels of communication with Trafford Carers Centre and Manchester Carers Centre

Optimising Sales/income:

1. To ensure that both the shop and health and wellbeing enterprise meet sales/income targets set by the Partnership Programme Board.
2. To initiate marketing campaigns and sales promotions to increase sales/uptake.
3. To ensure the shop and enterprise are competing effectively with local competitors.
4. To promote the store and enterprise in the local community through initiatives, for example initiating stock appeals by writing to a local paper or working with local schools.

Charity Shop duties:

1. To control pricing of items for sale, taking into account customer satisfaction and competitive rates.
2. To ensure the highest possible resale value of donated stock, this may include the use of EBay and other online selling websites to optimise sales.
3. To apply suitable display, merchandising and window dressing standards.
4. To control stock density and rotation.
5. To initiate local stock and sales promotions.

Health and Wellbeing enterprise duties:

1. This is a developmental project and the successful post holder will work with the CEO and Partnership Programme Board innovatively to develop a successful new business model on health and wellbeing that will income generate to benefit local carers. To advertise the use of the therapy rooms in the building to therapists for hire
2. To manage room bookings with therapists to ensure rooms are hired out and generating an income
3. Positive and effective networking with local health and wellbeing contacts and practitioners
4. Creative and effective promotion and marketing of the enterprise.
5. Identification of health and wellbeing services and support.

Staff and Volunteer Management and Training

1. To take day to day responsibility for managing and delegating work to staff and volunteers ensuring satisfactory performance and effective customer service.
2. To lead and develop the staff and volunteer team, encouraging effective communication, setting objectives, initiating work plans and helping to foster a positive team spirit through regular team meetings.
3. To identify interesting and fulfilling roles for volunteers which encourage participation from carers and the local community. Create a positive environment for volunteers which recognizes that volunteers should have the opportunity to develop their skills and experience and should be recognized and valued.
4. To recruit and induct, train and supervise staff and volunteers effectively to ensure retention and high standards.

Administration:

1. To apply Trading Standards Regulations in the shop and enterprise and ensure staff and volunteers are aware of these.
2. To apply cash register procedures.
3. To take action to ensure the shop and enterprise are adequately manned, setting and maintaining rotas.
4. To bank takings from the Charity Shop using agreed procedures.

Premises Management, Security:

1. To take day to day responsibility for shop/ health and wellbeing enterprise interior, including repairs and maintenance
2. To act as main key holder and delegate key holding to other volunteers within procedural guidelines.
3. To ensure the security of shop/ enterprise takings.
4. To ensure that security procedures are understood and implemented by all staff and volunteers.
5. To ensure that health and safety policy and procedures are understood and implemented by all staff and volunteers.

General:

1. To carry out these tasks and responsibilities with an understanding of and commitment to all of Trafford Carers Centre's policies and procedures, including equal opportunities.
2. To carry out any other duties deemed appropriate by the CEOs of Trafford Carers Centre and Manchester Carers Centre and Partnership Programme Board.
3. To act as a positive role model to the rest of the team in own approach to work.

Duties of all Carers Centre staff are periodically reviewed and may alter in line with service requirements in consultation with staff

Confidentiality

All workers will be expected to maintain a high standard of practice, which recognises the rights of the individual to have assurance that any information given will be treated with the respect and privacy consistent with the organisations overall social and professional responsibilities.

Person Specification

ESSENTIAL	DESIRABLE
TRAINING, EXPERIENCE AND QUALIFICATIONS	
<p>Retail Management experience</p> <p>People management experience</p> <p>Experience of cashing up and being responsible for banking at the end of the day</p> <p>Ability to write clear and well written reports</p> <p>Experience of setting up systems</p> <p>Excellent organisation skills</p> <p>Ability, confidence and initiative to manage a project effectively</p>	<p>Retail management experience within a charity shop</p> <p>Experience of managing volunteers within a shop environment</p>
KNOWLEDGE AND SKILLS	
<p>Customer service experience</p> <p>Commercial and marketing awareness</p> <p>Comfortable working with targets</p> <p>Sound administration and IT skills</p>	<p>Innovative and entrepreneurial</p> <p>Ability to analyse data, draw insights and make recommendations</p>
INTERPERSONAL SKILLS	
<p>Great interpersonal skills, an understanding of building a positive working environment for all and developing an effective and supportive team.</p> <p>Ability to share your ideas and work positively as part of a team</p> <p>A positive 'self starter' with a 'can do' attitude</p>	