



**Every woman deserves
respect and support**

Job Description

Job Title	Charity Shop Manager – maternity cover (Fixed term 14 months)
Salary	£16,860 (£21,076 FTE)
Responsible To	Head of Fundraising & Marketing
Hours	28 hours per week

Leeds Women's Aid (LWA) is the largest women's charity in Leeds and has been providing support to women and children affected by Domestic Violence and Abuse (DV & A) for almost 50 years. We are committed to our values and strive to embody them in everything we do. We provide a range of the very best services for vulnerable women and families who are victims and survivors of domestic, sexual & honour-based violence and abuse, forced marriage, trafficking, stalking and harassment.

LWA is the lead agency for Leeds Domestic Violence Service (LDVS), a consortium of 3 agencies offering support to women, men and transgender/non-binary people. This service works within a multi-agency framework and provides high quality, proactive service to victims of domestic, sexual and honour-based violence and abuse, stalking and forced marriage, often those at the highest risk.

LWA is also the lead agency in the innovative and unique National Lottery Community Fund financed Women's Lives Leeds (WLL) partnership, consisting of 11 women's and girls' organisations. Working with vulnerable women and girls, our vision is that many more women and girls in Leeds will have their needs met and be empowered to lead safer and healthier lives.

Purpose of Job

The shop manager will be responsible for managing and operating Leeds Women's Aid's charity shop. This will include maximising shop income, raising the profile of the shop and recruitment and retainment of shop volunteers.

Responsibilities

Responsible to:

Head of Fundraising & Marketing

Responsible for:

- Shop Assistant
- Shop Volunteers

Main Duties

As Shop Manager you will provide management and strategy for the shop's retail activities and development.

- Oversee the management of the Charity Shop including responsibility for budget, staffing, stock generation and effecting any overall shop strategy.
- Recruit, train, manage, develop and lead a team of volunteers.
- Manage staff and volunteer rota and ensure any agreed absences are covered.
- Ensure the shop team delivers an excellent customer service.
- Implement a high standard of visual merchandising and shop floor management.
- Oversee the management of the Gift Aid scheme by promoting, maximising and managing the administration of the programme.
- Work closely with the fundraising team in raising the profile of the shop and key promotions.
- Maximise in store sales and profitability by developing and implementing additional income streams such as online sales and recycling initiatives.
- Attend and contribute to Social Enterprise and Business Development Sub Committee meetings, including liaising with the Chair in preparing agendas, taking minutes, and distributing any other documentation required.
- Liaise with the Finance Manager and Head of Fundraising and Marketing regarding developing and working within an agreed budget.
- To cover annual leave and sickness when necessary and work at least one Saturday a month.

General

- Attend staff meetings when required.
- Work in line with, and follow, the policies and procedures of LWA.
- Take all reasonable steps to safeguard the health and safety of herself, her colleagues and visitors to the organisation's premises.
- On occasions it may be necessary to work from home to ensure administrative and strategic duties are effectively carried out.

Person Specification

Experience	Essential	Desirable
Retail management experience working in a fast-paced environment	✓	
Experience of line management or supervision of others	✓	
Experience of leading or supporting volunteers		✓
Working towards and achieving financial and/or time related targets	✓	
Experience of charity retail operations	✓	
Awareness of charity specific schemes such as Gift Aid	✓	

Skills	Essential	Desirable
A high standard of written English	✓	
IT literate and proficient in the use of Microsoft Word, Excel and PowerPoint	✓	
Strong interpersonal and communication skills, with the ability to build effective working relationships.	✓	
Excellent customer service skills	✓	
Ability to organise own workload and achieve deadlines	✓	
Ability to effectively delegate tasks and monitor progress	✓	
Numerate	✓	
Attention to detail	✓	
Familiar with digital technology and the use of online platforms		✓
Ability to manually handle donated stock	✓	

Personal Qualities	Essential	Desirable
The Shop Manager must share and promote LWA's values (see over)	✓	
Proactive and able to act on own initiative	✓	
Flexible and adaptable	✓	
Willing to undertake additional responsibilities or provide support to colleagues to ensure organisational aims are met	✓	
Supportive of diversity and inclusion	✓	
Resilient and able to support colleagues working in stressful situations	✓	
Sympathetic to the aims of the organisation in supporting and championing women's rights	✓	

LWA's Values

1. Be Exceptional

- We are experts in our field & proud of having a women-centred approach
- We are pioneers & leaders, striving to perform & innovate

2. Be Courageous

- We are honest, inventive & have the integrity to challenge perceptions & practice
- We are encouraging & empowering of each other to be courageous & brave

3. Be Inclusive

- We are diverse, welcoming, approachable & inclusive in as employers, service providers & people
- We promote unity, fairness & respect

4. Be Inspirational

- We are proud of our creativity & how we motivate, listen, empower & support each other
- We are encouraging & lead by example to achieve the best

5. Be Responsive

- We are collaborative, aware, compassionate & sensitive
- We adapt our approach to meet changing needs