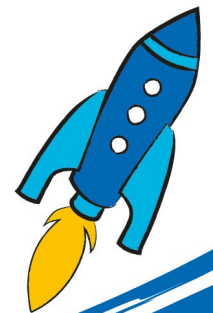


Shop Manager – Dorking

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming our new Shop Manager at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

As a Shop Manager, you will be reporting to the Retail Sales Manager. Your role will be to be responsible and accountable for maximising shop profit by achieving budgeted income, controlling shop expenditure in line with budget and recruiting and retaining a motivated team of volunteers.

You will be a natural and enthusiastic leader able to provide challenge and support to a high performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Julie Beames
Head of Retail.

The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24 acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK as part of our community work or in our charity shops.

Job Description

Job Title	Shop Manager
Reports to	Retail Sales Managers
Direct reports	Assistant Shop Manager
Level	Manager
Location	Dorking, Surrey
Salary	£25,120pa
Hours of Work	37.5hrs per week
DBS	Standard / Basic DBS Level Required

Job Purpose

Responsible and accountable for maximising shop profit by achieving budgeted income, controlling shop expenditure in line with budget and recruiting and retaining a motivated team of volunteers.

Duties and Responsibilities

Income generation

To manage the Retail budget to achieve agreed targets:

- To maximise shop sales by achieving agreed targets both through donated stock and bought in/new goods. This involves proactive stock generation, optimum pricing, processing stock to agreed amounts and stock planning.
- Achieve Gift Aid sales conversion target through maximising new donor sign up and encouraging repeat donations.
- Achieve the shops Raffle sales targets through involving the shops team.
- To maintain high levels of shop presentation by merchandising and housekeeping to agreed standards as set out in the Shops Operations manual.
- Manage the stock levels of bought in/new goods, to include ordering of more stock as and when necessary and recording key performance indicators (KPIs).
- Assist in holding and attending Fundraising events to promote the awareness of The Children's Trust.
- To source links with local communities to promote Retail in the community via media and other sources.
- Role involves a degree of manual handling in sorting and lifting of stock.

Administration and compliance

To ensure adherence to The Children's Trust policies and procedures, in particular ensuring full compliance of the shops in line with all Health & Safety legislation, Trading Standards, Risk Assessments, Gift Aid, Raffle and all other legal or statutory requirements:

- To control shop expenditure through effective cost control of weekly expenses.
- To ensure minimum losses of both stock and cash by following bank and till procedures, and safeguarding the property of The Children's Trust at all times.
- To adhere to all Policies and Procedures including those relating to the compliance with Health and Safety responsibilities, Gift Aid and Raffle.
- To be responsible for the daily management of Health and safety within the shops, completing daily checks and contributing to Risk Assessments.
- To complete all administration to meet the requirements, standard and deadlines for whom this work is produced.
- Embracing the change and development of new technology in the shop, for example The Loop (internal intranet) and Chariot (EPOS till system).
- Timely efficient responses to requests for information including voice and email messages.
- To fulfil any other agreed duties that may at times be reasonably required.

Personnel and Training

To ensure the Shops team are: recruited, retained and developed:

- Provides positive, visible and proactive leadership to the Assistant Manager and Shops Volunteer team.
- To manage all employees and volunteers within the Shop in accordance with the aims and values of The Children's Trust.
- To be responsible for the daily management of the shop team, including contribution to performance reviews for any Assistant Shop Managers.
- To recruit, support and retain team of shop volunteers.
- Provide induction and training for both Assistant Shop Manager and volunteer team as and when necessary.
- Attend where appropriate, training courses relevant to the development of the role
- Promote awareness of relevant training courses and development opportunities to others within the team.
- Attendance at Retail Sales Meetings and responsible for cascading information to Shops team as appropriate.
- To assist the Retail Sales Manager in shop openings and closures.
- Undertake relief cover within The Trust's shops as and when required.
- Carries out duties in accordance with Trust values.

Customer Service

To ensure customer care and quality of service:

- To provide excellent customer care through quality of service, dealing with complaints both efficiently and effectively, and having a good understanding of what The Children's Trust does.
- Support other shops and fundraising colleagues as and when necessary.

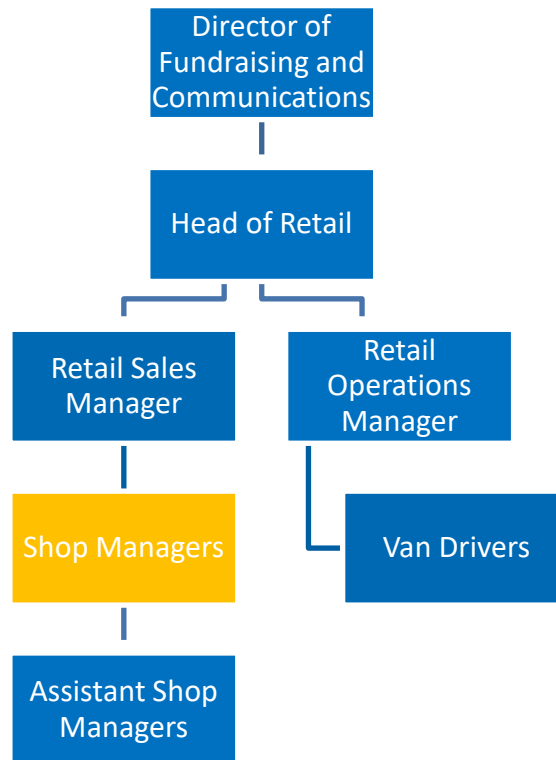
Health and Safety

- Adheres to all health and safety guidelines, including infection prevention and control.
- Provide evidence of a valid NHS Covid Pass or acceptable proof of Covid vaccination or medical exemption and all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

Organisation and Structure



Person Specification

Selection Criteria:	
Education & Qualifications	<ul style="list-style-type: none"> • CSE Level or GCSE Grades A-C or Scottish standard grade: Desirable • Basic keyboard skills: Essential • Use of Microsoft packages: Essential • A basic knowledge of technical terms and commercial arithmetic: Essential • Elementary knowledge of relevant manual/clerical skills or equivalent experience in comparable role: Essential
Experience	<ul style="list-style-type: none"> • Experience of working in and preferably, managing, a team: Essential • Experience of working within a customer focused environment: Essential • Customer service enquiries and complaints handling: Desirable • Experience of selling and merchandising: Desirable • Experience of working with volunteers: Desirable
Skills & Abilities	<ul style="list-style-type: none"> • Ability to prioritise and organise workload using basic administration skills: Essential • Ability to cascade information and deliver training to team members: Essential • Understanding of Health and Safety in the workplace: Desirable • Ability to drive and have use of a car: Desirable
Knowledge	<ul style="list-style-type: none"> • Financial understanding using commercial arithmetic: Essential • Microsoft Outlook including Email: Essential • Inputting data into Excel: Desirable • Cash handling and reconciliation: Essential • Health and safety in the workplace: Desirable • EPOS: Desirable
Personal Qualities	<ul style="list-style-type: none"> • Enthusiastic self-starter: Essential • Collaborative style: Essential • Commitment to the vision and values of The Children's Trust : Essential • Flexible and 'can do' attitude to competing commitments in workload : Essential • Highly motivated and reliable : Essential • Ability to cope working in a demanding environment: Essential

Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information.

Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-Inclusion>

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

