The Children's Trust
For children with brain injury





Assistant Shop Manager

Dorking

Candidate Briefing Pack





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Dear Candidate

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

We are the UK's leading charity for children with brain injury and neurodisability. We deliver rehabilitation, education and community services through skilled teams who work with children and young people, and their families.

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 an Assistant Shop Manager, you will report to the Shop Manager. Your role will be to support your Shop Manager to deliver budgeted income through stock management to meet the demand for our quality retail offer, supporting and promoting sustainable shopping. You will support the shop's social media to increase audience reach, attract customers, donors and volunteer supporters to deliver the Retail Strategy.

You will be a natural and enthusiastic leader, able to support 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 supports children and young people with brain injury and neurodisability to live the best life possible. From our national specialist centre in Tadworth, Surrey, and through our community services, we provide specialist rehabilitation, education, therapy, care and family support.

Our services include:

- specialist rehabilitation for children with acquired brain injury
- a non-maintained special school, supported by residential provision for children with complex education, health, therapy and care needs
- community-based clinical support for children and young people with acquired brain injury
- online information and resources for families, including our Bumps Happen hub and publications.

Our Tadworth site provides a child and family-focused environment, including residential accommodation, therapy facilities, outdoor space and specialist equipment. We work closely with the NHS, local authorities and other partners to help children transition between hospital, home, school and community life.

The Children's Trust is also the only paediatric centre with a national specialised commissioning contract through NHS England to provide brain injury rehabilitation for children with severe brain injury. Alongside this nationally commissioned work, our services are supported through local health, care and education funding, as well as voluntary fundraising.

Our work is made possible by around 550 committed staff and more than 1,000 volunteers, bringing together expertise across nursing, care, education, therapy, retail, operations, fundraising, communications, HR, finance and other support functions.





Our Strategy: achieving our goals together

The Children's Trust exists to support children and young people with brain injury and neurodisability so they can live the best life possible.

Every year, 40,000 children across the UK experience a brain injury and about 350 sustain a severe brain injury, many with devastating consequences. Some children lose the ability to walk, talk, learn or communicate. Their lives – and the lives of their families – are turned upside down. Their chances to thrive in childhood and beyond are put at risk.

Our 2025–2030 strategy sets out how we will respond to the growing and urgent need for specialist neurorehabilitation for children and young people, deepen our impact and reach more families across the UK.

At the core of our strategy is a bold ambition: to be the UK's leading provider of paediatric neurorehabilitation, transforming outcomes through expertise, compassion and innovation.

Children, young people and families are central to everything we do. This strategy focuses on what matters most to them – their goals, potential and quality of life – while working in partnership with the wider health, education and social care system to create lasting change.

Over the next five years, we will expand and strengthen our services, invest in life-changing neurotechnology, future-proof our outstanding school, and build a sustainable organisation that can help more children, sooner.

By 2030, we want to look back with pride at how far we have come. We want to see how many more children and families we have helped to achieve their goals, whether that's future career aspirations, learning to walk again, being able to speak, or playing with siblings.

"This strategy reflects both the scale of the challenge we face and the strength of our ambition. Demand for specialist neurorehabilitation is growing, and our responsibility is clear: to build on our decades of expertise, invest in innovation and work in partnership across the system to help more children achieve the best possible outcomes, now and in the future."

Mike Thiedke, Chief Executive, The Children's Trust

Our strategic goals to 2030

Our Goals:

- Goal 1 Delivering safe, effective and high-quality services
- Goal 2 Enhancing and expanding our neurorehabilitation services
- Goal 3 Future-proofing our education offer
- Goal 4 Investing in our people
- Goal 5 Strengthening our finances

You can find out more about our strategy: achieving our goals together here



Job Description

Job Title	Assistant Shop Manager - Dorking
Reporting Manager	Shop Manager
Direct reports	Team of volunteers
Level	Assistant Manager
Contract Type	Permanent
Location	Dorking, Surrey
Salary	£26,228 per annum, pro rata £13,114
Probationary Period	Five months – this is a regulatory requirement for all new employees of The Children's Trust.
Hours of Work	18.75 hrs per week 0.5 FTE
Working Pattern	2.5 days per week - N.B. The role requires flexibility in terms of hours of work, including a share of weekend working to support 7-day trading.
Notice Period (after Probation)	8 Weeks
DBS	Basic Level

Job Purpose

The role of Assistant Shop Manger is to assist and support the Shop Manager in 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 support the Shop Manager to manage the Retail budget to achieve agreed targets:

- Help 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 additional fundraising activities i.e., Christmas appeal sales targets through involving the shops team.
- Maintain high levels of shop presentation by merchandising and housekeeping to agreed standards as set out in the Shops Operations manual.
- Managing the stock levels of bought in/new goods, to include ordering of more stock as and when necessary.
- Assist in holding and attending Fundraising events to promote the awareness of The Children's Trust.
- Source links with local communities to promote Retail in the community via media and other sources.
- Role involves a degree of manual handling in the 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, Lottery and all other legal or statutory requirements:

- Assist in controlling shop expenditure through effective cost control of weekly expenses.
- 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.
- Adhere to all Policies and Procedures including those relating to the compliance with Health and Safety responsibilities, Gift Aid and Lottery.
- Complete all administration to meet the requirements, standard and deadlines for whom this work is produced.
- Embrace 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 support the Shop Manager to ensure the Shop's team are recruited, retained and developed:

- Led by the Shop Manager - provides positive, visible and proactive leadership to the Shops team.
- Assist in managing all employees and volunteers within the Shop in accordance with the aims and values of The Children's Trust.
- Deputise and be accountable for all Shop Manager duties as and when necessary, in their absence due to sickness, holiday or recruitment.
- Assist the Shop Manager to recruit, induct, support, train and retain team of shop volunteers.
- Attend where appropriate, training courses relevant to the development of the role and Retail Sales meetings if required and cascade information to team as appropriate.
- Assist at other shops if requested and where reasonable.
- Carry out duties in accordance with Trust #Promises.

Customer Service
- To ensure customer care and quality of service.
- 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.

Professionalism
- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

Health and Safety
- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (Vantage), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

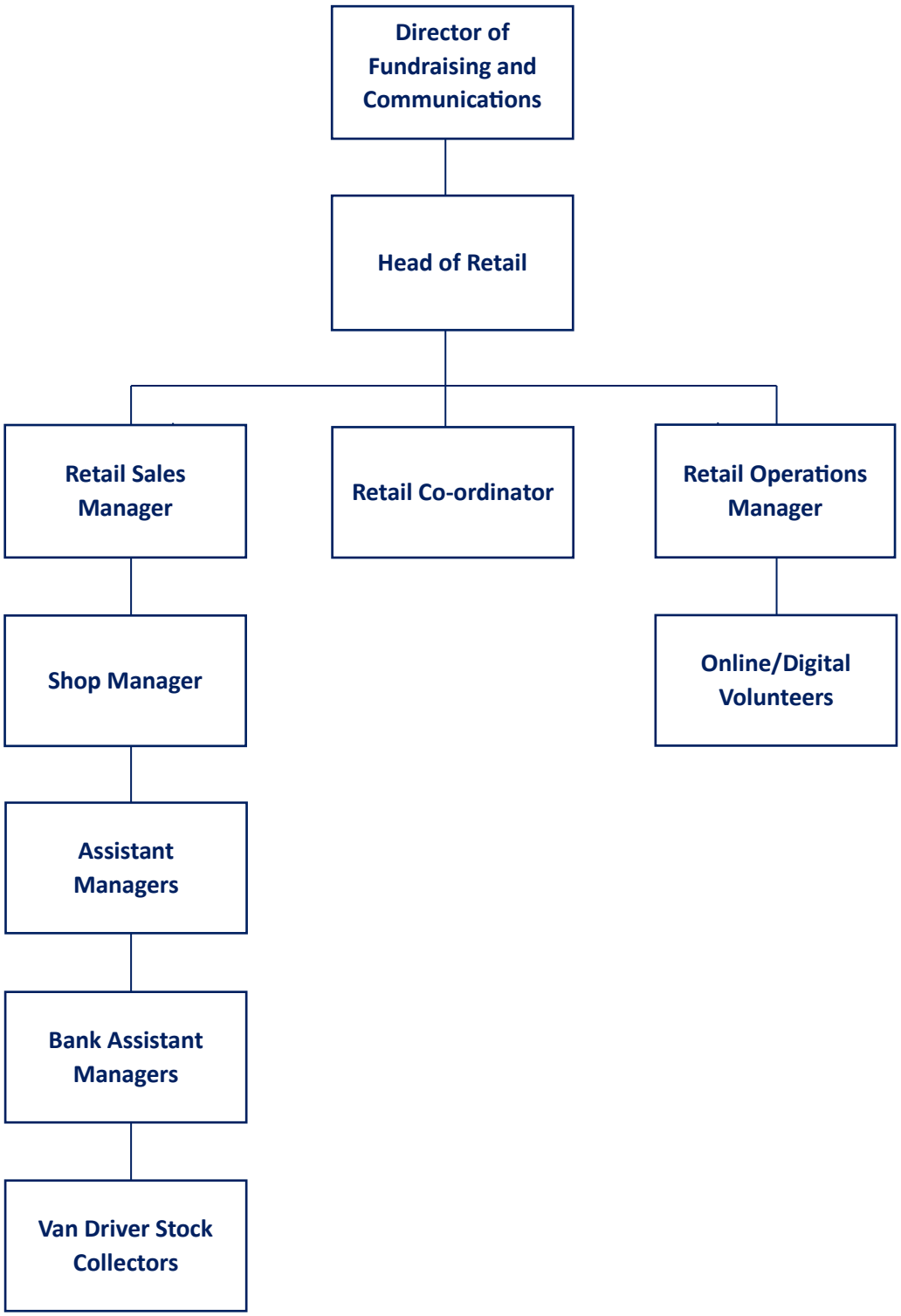


Wellbeing and Emotional Resilience

- 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 other.



Organisation and Structure





Person Specification

Selection Criteria:		Essential or Desirable
Education & Qualifications	• Basic keyboard skills • Use of Microsoft packages • A basic knowledge of technical terms and commercial arithmetic • Elementary knowledge of relevant manual/clerical skills	**Essential** **Essential** **Essential** **Essential**
Experience	• Experience of working in a team • Experience of working within a customer focused environment • Customer service enquiries and complaints handling • Experience of selling and merchandising • Experience of working with volunteers	**Essential** **Essential** **Desirable** **Desirable** **Desirable**
Skills & Abilities	• Ability to prioritise and organise workload using basic administration skills • Ability to deliver training to team members • Understanding of Health and Safety in the workplace • Ability to drive and have use of a car	**Essential** **Essential** **Desirable** **Desirable**
Knowledge	• Microsoft Outlook including Email • Inputting data into Excel • Cash handling and reconciliation • Health and safety in the workplace • EPOS	**Essential** **Desirable** **Desirable** **Desirable** **Desirable**
Personal Qualities	• Commitment to the vision and values of The Children's Trust. • Flexible and 'can do' attitude to competing commitments in workload. • Highly motivated and reliable. • Ability to cope working in a demanding environment. • Commitment to maintaining personal wellbeing and the wellbeing of colleagues.	**All 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. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, diversity & Inclusion

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
To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity and inclusion to be at the heart of everything we do, and our people, services and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark – our broad EDI group. Read more about our EDI work

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

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.

