

## THE SPITALFIELDS CRYPT TRUST

### Job Specifications

<b>Job Title</b>	<b>Community Shop Manager</b>
<b>Responsible to</b>	Retail Area Manager
<b>Purpose</b>	The Community Shop Manager provides operational management and inspirational leadership of the paid and volunteer team to maximise the shop's financial contribution whilst delivering a dynamic programme of engagement with the local community in SCT's mission, values and core holistic offer of enterprise, housing support, therapeutic support and training and development.
<b>Salary</b>	circa £27,400.00
<b>Additional benefits</b>	BUPA Employee Assistance Programme BUPA Wellbeing plan Cycle to work scheme Season ticket loan 25 days annual leave (rising to 30 with length of service) plus bank holidays (pro rata on basis of 35 pw full time equivalent) Contributory Pension Scheme with employer contributions of 5% Training and development opportunities
<b>Hours</b>	35 hours per week
<b>Location</b>	SCT Charity Shops within East London

### INTRODUCTION

**Spitalfields Crypt Trust (SCT)** is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community support, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

With a **new corporate strategy** and ambitious plans to develop a new brand, new services, and a new innovative approach to charity retail and building links with the community, it's an exciting time to join SCT.

We seek to recruit people with a good combination of **talent, skills and potential, promoting equality for all**, and welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT.

### Role and responsibilities

The ultimate aim of the Manager's job is to manage staff, volunteers and available resources to the optimum benefit of SCT, terms of both income and the mission of the Charity in supporting people in recovery from addiction, achieved through:

### **Charity retail management (60%)**

- Ensuring the safe and profitable running of the shop leading a team of staff and volunteers to motivate them to deliver exceptional customer service to customers and donors; recruiting, training and managing and team according to SCT's values, policies and procedures.
- Maximising sales, engagement and impact to achieve set targets to raise Unrestricted Income for charitable objectives by contributing surplus of in excess of £100,000 per annum.
- Establishing and maintaining effective retail processes and merchandising standards to industry standards of best practice.
- Maintaining effective stock management.
- Carrying out shop administration.
- Interpreting and acting on basic financial reports and KPI's
- Taking necessary action to repair and maintain the premises and to take all reasonable steps to protect SCT property from theft, damage or fire.
- Training and supporting staff and volunteers towards ensuring adherence to all health and safety policy and procedures.
- Ability to work flexibly, including working weekends and on occasion work in other locations when necessary.
- Managing the shop rota ensuring shop opens within advertised hours with sufficient cover to operate safely.

### **Community engagement (40%)**

- Ongoing development of SCT's community shop as a place of welcome, community connection and engagement.
- Ensuring that the community shop is a safe and supportive space for everyone, working closely with SCT's Community Recovery Team to help individuals access specialist support where relevant.
- Developing a programme of onsite small-scale community activities drawing on the expertise of SCT's community tutors, local community and SCT's wider recovery community in their design and delivery.
- Building and developing relationships with local community agencies, with the support of SCT's Community Recovery Team, to promote opportunities to support those vulnerable to addiction and/or homelessness.

### **Continuous improvement**

- Developing and maintaining a thorough understanding of the work of SCT.
- Undertaking relevant tasks as requested by the Area Manager and Director of Retail.
- Representing the organisation at external meetings and events.
- Abiding by the policies and procedures of SCT.
- Attending and completing training courses as required.

### **Person Specification**

#### **Skills and Knowledge**

- Retail background
- People management skills
- Good verbal and written communication skills
- Ability to work well as part of a team
- Good IT skills (including MS Office and email)

- Able to use own initiative
- Strong interpersonal skills
- Understanding the range of issues that can make an individual vulnerable to addiction and/or homelessness
- Empathetic with those experiencing addiction and/or homelessness
- Communicate well one-to-one and in groups and teams with vulnerable individuals and those in leadership roles, both in informal and formal settings
- Good listening skills
- Visual merchandising/window dressing ability
- Shop administration including finance and Gift Aid
- Approaches and provision in the support of those with addictions and/or homelessness

### **Experience**

- Commercial retail management experience
- Experience of recruiting and managing volunteers
- Demonstrable and proven communication skills
- Demonstrable experience of consistently meeting or exceeding targets
- Experience of leading successful teams
- Experience of working with donated goods
- Charity shop background