

**Shop Manager**

**Full-time**

**Salary: £ 25,500** starting salary per annum (up to £26,500 for an experienced Manager)

**Hours: 5 days a week**  but including most Sundays and alternate Saturdays; the standard working day is 8:30 – 16:30

**Location:** The Re-Useful Centre, Milverton House, Court Street, Leamington Spa CV31 2BB

**Term of Contract:** Permanent, subject to a three-month probation period. (Action 21 welcomes flexibility and will consider a request to work 4 days a week in this role)

**Reporting to:** Action 21 General Manager

**Send application to**: Louise Haycock, General Manager: [manager@action21.co.uk](mailto:manager@action21.co.uk)

**Closing date: Monday 20thth January 2025 at 1100**

**Interviews:** are likely to be onThursday 23rd and Friday 31st January

**For immediate start/ as soon as possible**

**Background**

Action 21 is a local volunteer-based charity that aims to reduce the environmental impact of the Leamington and Warwick communities and raise awareness of the benefits of sustainable living. Action 21’s Re-Useful Centre saves over 100 tonnes of donated items from landfill each year. Any surplus income from the sale of these goods is used to support and run sustainability-themed projects. Our volunteers are key to Action 21’s continuing success.

The Re-Useful Centre sells a wide variety of donated items including:

* Furniture
* Bikes
* TVs, stereos, digi-boxes
* Kitchen appliances & equipment
* Children’s toys
* DVD, CDs, videos
* Soft furnishings
* Sports equipment
* Puzzles & board games
* Musical instruments
* Garden furniture
* Books
* Clothes
* Ornaments & curios.

It also includes three other projects:

1. The PAT (Portable Appliance Testing) workshop where donated electrical goods are safety and function tested by qualified volunteers in accordance with legal requirements
2. The Bike Workshop where donated bikes are reconditioned by volunteers before being sold in the shop
3. The Online Sales area where donated goods are sold online via Amazon and eBay.

Action21 is planning in 2025 to extend the Re-useful Centre’s opening hours to include Sundays.

**Staffing and volunteers**

The Re-Useful Centre shop and its three associated projects are overseen by the two Shop Managers who report to Action 21’s General Manager. These areas are staffed by a total of 40-50 volunteers, some of whom give their time for one shift a week, and some who volunteer several days.

Non-operational aspects of our volunteer programme (such as recruitment) are carried out by the General Manager. As a volunteer-based charity, we cannot operate without the support of volunteers so we strive to make their time here enjoyable, supportive and rewarding. The Shop Managers play a key role in ensuring that the volunteers’ experience is positive.

**Job Purpose: Shop Manager**

We are looking for someone with retail experience, excellent customer care skills, the ability to support a team of volunteers and to remain calm under pressure. This role requires a strong capability to multi task, as you will be simultaneously overseeing daily operations and projects at The Re-Useful Centre, whilst coordinating the activities of shop volunteers. You will work on a rota with the other Shop Manager enabling the Re-useful Centre to open seven days a week. Action21 has a large van to collect bulky donations and deliver large purchases, and this role will be expected to drive the van when necessary.

The role includes all aspects of the shop’s operations, including maintaining Health and Safety guidelines and acting in accordance with our charitable aims and policies. You will have shared responsibility for overseeing and developing the re-use projects at The Re-Useful Centre: the Portable Appliance Testing (PAT) workshop, the bike workshop and/or on-line sales, all of which we are aiming to increase our rate of turnover. The role would also suit someone with an interest in vintage and quirky items.

**Job Description: Key tasks**

**Working in The Re-Useful Centre shop and managing the day-to-day operations**

* Unlocking and locking the premises at the beginning and end of each day
* Monitoring, receiving, pricing and processing donations, and displaying stock
* Responsibility for sale of goods through till including refunds and pay-outs
* Cashing up and reconciliation at the beginning and end of each day
* Arranging the collection and delivery of furniture
* Dealing with telephone and email enquiries
* Interacting with the general public, including handling complaints and challenging customers
* Ensuring that accurate records of sales and weights are maintained
* Maintaining and monitoring Health and Safety measures
* Manual handling of furniture and bulky items, and supervising any furniture repairs

**Collections and deliveries**

* Driving and fuelling the van and shifting heavy items of furniture
* Removal of waste to municipal refuse site

**Additional Sales Operations**

* Supervising and developing the PAT and/or Bike Workshop projects (depending on experience)
* Oversee, manage and grow Online sales

**Volunteer Management**

* Managing and supporting a diverse team of volunteers aged 14-80, some with disabilities, health conditions and/or learning difficulties/disabilities
* Day-to-day management of volunteer activities and workloads in the shop, including recording volunteer attendance
* Supporting the recruitment of volunteers.

**Being an ambassador for Action 21**

* Representing Action 21 in a positive light to both customers and volunteers

**Administrative**

* Attending weekly team meetings
* Responding to staff emails
* Interacting with online rotas and calendars
* Having input into Action 21 policy reviews and updates.

**Other duties as requested by the General Manager.**

**Person Specification:**

**Essential skills & experience**

* Experience in retail environment
* Team leading/person management skills (desirable: experience)
* Ability to manage and support people, including in workshop or technical environments
* Experience of cash handling and till reconciliation
* Excellent interpersonal skills and the ability to relate to a wide range of people – including those with disabilities, health conditions and/or learning difficulties/disabilities
* Excellent communication and delegation skills
* Physical strength; able to lift and move bulky items
* Excellent customer care skills
* Able to prioritise own workload
* Computer literate, able to use email and the Internet
* Good written skills
* Desirable: Proven successful online sales experience
* Desirable: PAT testing experience and/or knowledge of bikes
* Desirable: experience of working with volunteers

**Essential personal qualities/attributes**

* A positive, enthusiastic and helpful manner
* Hardy constitution; able to tolerate working in a cold environment
* Strong leadership qualities
* Ability to use own initiative
* Ability to respond calmly and flexibly to frequently changing work priorities
* Ability to stay composed under pressure
* Ability to work effectively as part of a team.

**Essential role requirements**

* Available to work weekends (in particular Sundays) as part of a variable rota
* Full clean UK driving licence Ability to follow Action 21 policies
* English and Maths GCSE grade C

**Desirable personal qualities/attributes**

* Passion for environmental sustainability
* Desirable: Current First Aid certificate (or essential: willingness to receive training)

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Office: 01926 339077, Shop: 01926 886438

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