

Job purpose

To manage the SCRATCH Charity Shop and to oversee the volunteer team in delivering a high standard of service to meet the aims and objectives of the project for the locality / region. Previous retail experience is necessary.

Duties and responsibilities

- Ensure that the shop premises are opened each morning on time and that all fire escapes are opened and kept clear and that the premises are securely locked each evening in conjunction with Solent Credit Union.
- Maintain effective operational contacts with the SCRATCH furniture manager regarding transport and stock levels.
- Ensure that information is accurately and efficiently passed onto volunteers
- Assist with loading and unloading of vehicles (when safe to do so ensuring customers are not left unattended)
- Ensure that the shop complies with Health and Safety and all other appropriate legal requirements. (MS responsible and to support DB on day to day basis)
- Manage and maintain a good quality shop layout, ensuring stock rotation and clear pricing
- Ensure goods are clean and presentable
- Ensure items for delivery are easily identifiable and accessible for delivery staff
- Shift Leader to cash up at end of each day
- Keep transaction and financial records up to date using Sharepoint on line facility.
- Supervise, train and motivate volunteers- allocate each volunteer their own area of responsibility within the shop.
- Ensure smoke free policy and all other in-house policies are adhered to
- Ensure that all customers are treated in a friendly and polite manner
- Attend meetings as requested with volunteers and members of the SCRATCH staff team
- To run and manage the EBay shop/Facebay including logging, pricing and postage of any goods. Monitor daily. PC use at shop needs to give this process priority.

Time Commitment

Minimum three hours a week would be ideal.

The SCRATCH shop operates Monday to Saturday, 10am – 4pm.

Location

The SCRATCH shop, 21 East Street, Southampton, SO14 3HG Tel: 02381 060823

Expenses

Reimbursement of out of pocket travel expenses between home and volunteering location, and other reasonable expenses as agreed with supervisor.

Supervision and Support

Provided by Senior manager Mike Smith and also Volunteer Manager (Annie Knight).

Supported by