Job Description

Job Title: Community Shop Manager

Responsible to: Business Development Manager

Responsible for: Deputy Community Shop Manager (If Applicable) and Volunteers

Job Purpose:

Acorns have a network of shops across the West Midlands. Our shops generate a substantial level of income and goodwill to enable us to care for children and their families.

Our focus is around empowering volunteers to maximise their potential within our shops. The Community Shop Manager has the freedom to make local decisions to drive their business within their community, to encourage volunteer and donor support, and to act as an entrepreneur to maximise every sales opportunity available. The role of Community Shop Manager is at the forefront of Acorns' role within the community.

Main Duties:

Key Objectives

- To maximise a shop's financial contribution to support the work of Acorns
- To represent Acorns in the community
- To manage a shop that is safe, clean, happy, vibrant within a supportive environment
- To encourage donations, volunteer contribution and customer purchases from the local community
- To implement our required working practices and policies

Maximising Income and Profitability

- Take an entrepreneurial approach to generating income within your shop, and take every step to maximise available opportunities to grow donated sales and gift aid
- Strive to beat your agreed target for donated sales and gift aid
- Create an exciting shop floor experience that makes Acorns stand out from our competitors
- Make local decisions about the quality of stock, levels of pricing and style of merchandising, leading a team of volunteers to uphold these standards
- Maximise income from gift aid by utilising robust systems and processes. Inspire volunteers to grow donor sign-ups and process gift aid stock efficiently
- Review sales reports from the EPOS system, analyse and make decisions based on the data and trends these reports show
- Ensure that the shop is open during set trading hours
- Control shop expenses and costs
- Work closely with your Business Development Manager to ensure that they are up to date with the activity of the shop, and are therefore able to fully support you to achieve your shop's targets

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Leading People

- Provide inspired leadership and motivation for a team of volunteers. Maximise the potential of every individual within your shop by understanding their skills and experiences, and utilising them to reach their full potential
- Develop, and then work to localised structures and systems that are easy for volunteers to perform within and maximise the impact they can have within the shop. Train volunteers within these systems
- Grow and develop volunteers, including any appropriate 'Key Volunteers' to take responsibility for different departments and shop activities
- Connect volunteers to the work of Acorns Children's Hospice so they fully understand that their contribution is recognised and appreciated
- Set a high standard for customer service, and manage the team to achieve this
- If applicable, develop a good working relationship, providing a high level of support and management for the Deputy Manager (for example using appraisals, regular 1:2:1s and performance management)
- Identify potentially difficult situations, such as conflict between team members and, with support from your Business Development or Retail Support Managers, manage these situations in line with Acorns policies

Community Impact

- Firmly embed your shop into the fabric of the local community by being proactive in assessing opportunities within the community for the shop to get involved in
- Plan and develop internal and external events to grow the profile of the shop within the local community
- Become a beacon of the local community and develop a network of organisations, clubs and societies who can aid our cause
- Drive volunteer recruitment within the local community to maximise the number of people who volunteer within your shop
- Source donated stock, ideally with gift aid, from the local community, with focus on the key product lines that maximise income
- Develop local donation schemes within the community ensuring recruitment and management of a team of volunteers to service these schemes
- Ensure that shop windows, posters and chalk board communicate with the local community and help to promote your shop's volunteer, donor or customer messages
- Work with the partnerships team to ensure that corporate supporters are engaged to maximise all opportunities

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who

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may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

Other Duties:

- To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
- To ensure compliance with Acorns policies for diversity, employment, equal opportunities,

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health and safety, information governance and safeguarding.
- To actively participate in an annual performance and development review and any training and development identified to further enhance your role with Acorns.
- To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
- Implement systems and processes ensuring compliance with Acorns policies and procedures including financial management, complaints, safeguarding, welfare and Health & Safety
- Complete necessary paperwork to comply with our policies and keep the shop safe and legal.
- To be familiar with the Health and Safety and Fire policies for the organisation and to attend mandatory updates where required.
- Be available to work in other shops on occasion to cover sickness and absence
- To undertake any other reasonable duties as requested by the line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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Person Specification: Community Shop Manager

	Essential	Desirable
Qualifications	> Good standard of general education including English and Maths	
Experience	> Proven experience of leading a team of people > Proven experience of motivating and developing people to achieve their potential. > Experience of delegating responsibility to team members and understanding management role in delegation. > Proven experience of leading and inspiring a team to exceed targets > Proven experience as a clear and positive verbal communicator. > Proven experience of taking on board team members opinions when making decisions. > Proven problem solver who can manage conflicting priorities and achieves positive outcomes. > Experience using Microsoft Office programmes, email, use the internet, and confident doing so. > Experience in dealing with the public	> Experience of working with volunteers. > Experience of taking an entrepreneurial approach to retailing by maximising every opportunity available. > Experience of producing basic financial reports, and of making decisions based on the data these contain.
Skills and Abilities	> The role involves significant levels of manual handling. > Self-motivated, with an enthusiastic approach to work. > Driven by making money in the shop, and ability to inspire a team to exceed targets. > Willingness to take on new challenges, to learn, grow and develop within a role. > Desire and passion for the vision and values of Acorns Children's Hospice. > The ability to travel independently throughout the organisation, to cover shops and attend Area Meetings > Belief that equality and inclusion improves the working environment.	> Working knowledge of Health and Safety regulations and procedures. > Live within the local community
Other	> Some weekend and Bank Holiday working is essential as part of the role	
Behaviours	> Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Retail and Acorns strategy & its success	

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Terms and Conditions of Employment

Job Title:	Community Shop Manager
Reporting to:	Business Development Manager
Location:	Acorns Moseley Shop 135 Alcester Road Moseley B13 8JP
Salary:	£27,885 per annum
Notice:	1 week during 26-week probation period 8 weeks thereafter
Hours:	37.5 hours per week
Holidays:	28 days (210 hours) including public holidays, rising to 30 days (225 hours) after 2 years' service and 31 days (232.5 hours) after 5 years' service
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

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