

Post Title: Deputy Reuse Centre Manager

Reporting Line: Reuse Centre Manager, Retail Operations Manager and Head of Retail

Responsible for: Volunteers

Summary of post: Age UK Coventry & Warwickshire (AUKCW) have a network of shops across Coventry & Warwickshire. Our shops generate a level of income to support our charitable services. Our focus is around empowering volunteers to maximise their potential within our shops. The Deputy Reuse Centre Manager has the responsibility to assist the Reuse Centre Manager in making 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 Deputy Reuse Centre Manager is at the forefront of AUKCW's presence within the community.

Duties and Responsibilities:

1. Key Objectives

- a) To maximise a shop's financial contribution to support the work of AUKCW
- b) To represent AUKCW in the community
- c) To work with the Reuse Centre Manager in ensuring that the shop is safe, clean, happy, vibrant within a supportive environment
- d) To encourage donations, volunteer contribution and customer purchases from the local community
- e) To implement our required working practices and policies

2. Maximising Income and Profitability

- a) 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
- b) Strive to exceed agreed target for donated sales and Gift Aid
- c) Create an exciting shop floor experience that makes AUKCW stand out from our competitors
- d) Work with the Reuse Centre Manager to make local decisions about the quality of stock, levels of pricing and style of merchandising, leading a team of volunteers to uphold these standards

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- e) Maximise income from Gift Aid by utilising robust systems and processes. Inspire volunteers to grow donor sign-ups and process Gift Aid stock efficiently
- f) Discuss sales reports from the EPOS system, analyse and in consultation with the Reuse Centre Manager make decisions based on the data and trends these reports show
- g) Ensure that the shop is open during set trading hours
- h) Control shop expenses and costs
- i) Work closely with your Reuse Centre Manager and Retail Operations Manager to ensure that they are up to date with the activity of the shop

3. Leading People

- a) 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
- b) In consultation with the Reuse Centre Manager, develop, and implement 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
- c) Grow and develop volunteers, including any appropriate 'Key Volunteers' to take responsibility for different departments and shop activities
- d) Connect volunteers to the work of AUKCW so they fully understand that their contribution is recognised and appreciated
- e) Set a high standard for customer service, and manage the team to achieve this
- f) Develop an effective working relationship with the Reuse Centre Manager and other Deputy Managers, providing a high level of support and communication
- g) Identify potentially difficult situations and report via appropriate channels. If required, manage these situations in line with AUKCW policies

4. Community Impact

- a) 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
- b) Support in the planning and development of internal and external events to grow the profile of the shop within the local community
- c) Drive volunteer recruitment within the local community to maximise the number of people who volunteer within your shop
- d) Source donated stock, ideally with Gift Aid, from the local community, with focus on the key product lines that maximise income
- e) Support in the development of local donation schemes within the community

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ensuring recruitment and management of a team of volunteers to service these schemes

f) 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

Other duties

a) To act as an ambassador for AUKCW raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.

b) Ensure that all shop administrative and financial procedures are followed

c) To achieve and maintain PAT testing status where appropriate.

d) To undertake a DBS check to facilitate the working with volunteers under the age of 18 years.

e) To adhere to all AUKCW policies with particular reference to health & safety and Data Protection.

f) To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

Please print name

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Person Specification: Deputy Reuse Centre Manager

	Essential	Desirable	Tested At
Qualifications			
A good level of general education	✓		A
Other related professional education/training		✓	A
Knowledge and Experience			
Previous experience gained in performance driven retail/customer centred environment	✓		A/I
Previous supervisory experience		✓	A/I
Previous experience of communicating with a diverse workforce and customer base	✓		A/I
Basic knowledge of Health & Safety and Fire regulation and ability to identify potential risks	✓		A/I
Experience of cash handling	✓		A/I
Charity Retail experience		✓	A/I
Volunteer management		✓	A/I
Experience of working with EPOS systems		✓	A/I
Skills and Abilities			
Ability to motivate and work as a team	✓		A/I
Good administrative and organisational skills with the ability to undertake banking, keep basic records and organise resources in a busy environment	✓		A/I
Strong communicator with ability to deliver team messages, deal with customer issues and resolve problems whilst being firm but fair when required	✓		A/I
Ability to recognise stock potential in order to generate income and understands the importance of attractive presentation	✓		A/I
Ability to plan and prioritise workloads	✓		A/I
Ability to recruit Gift Aid donors and maintain a Gift Aid system	✓		A/I
Ability to drive and commute to remote locations – including use of own vehicle	✓		A/I
Personal Qualities			
Accepting and promoting the values and ethos of Age UK Coventry & Warwickshire	✓		A/I
Flexible approach to work	✓		A/I
Awareness and understanding of equal opportunities	✓		A/I
Additional Circumstances			
Willingness to undertake a DBS check to facilitate the working with volunteers under 18 years old.			
Processing stock deliveries will regularly involve carrying and moving (sometimes heavy) bags of stock. To will also be on your feet for long periods of time			
On occasions may be required to work on own within shop			

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