

Job Context & Purpose

Purpose. The Shop Manager is responsible for leading the day-to-day operations of the Letchworth Charity Shop, driving sales performance, maximising income, and promoting NOAH's values and mission within the local community. The postholder will lead and support the relief store manager and volunteers, ensuring excellent customer service, effective stock management, strong visual merchandising, and compliance with all organisational policies and procedures. They will create a welcoming, safe, and efficient retail environment that delivers an excellent customer experience while maximising income to support NOAH's charitable work.

Job Detail

Job Title	Shop Manager	Function	Retail Operations
Reporting to	Director of Income Generation	Hours	37.5 (Monday – Sunday)
Annual Leave	25 Days (FTE)	Location	Letchworth
Probationary Period	nine months	Salary	£26,227.50 to £27,500.00 (FTE)

Key Attributes

Essential	- Significant experience in a retail management role (charity retail experience advantageous). - Proven ability to recruit, develop, and manage volunteers or staff teams. - Strong interpersonal and customer service skills. - Financial literacy with experience managing budgets, cash handling, and reporting. - Excellent organisational and problem-solving abilities. - Flexibility to work weekends and occasional evenings. - Full UK driving licence and access to a car. - Commitment to the charity's mission, vision, and values.
Good to have	- Significant experience in a retail management role (charity retail experience advantageous). - Proven ability to recruit, develop, and manage volunteers or staff teams. - Strong interpersonal and customer service skills. - Financial literacy with experience in cash handling, and reporting. - Excellent organisational and problem-solving abilities. - Flexibility to work weekends and occasional evenings. - Full UK driving licence and access to a car.

Scope of Job

Shop Management

- Oversee the daily operations of the shop, ensuring it is well-presented, welcoming, and profitable.
- Achieve and exceed sales and profit targets.
- Maintain high standards of visual merchandising and stock presentation.
- Manage stock donation processes, including sorting, pricing, and rotation.

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- Promote and maximise Gift Aid donations.

Staff and Volunteer Management

- Recruit, induct, train, and manage shop volunteers and staff.
- Create a positive and inclusive working environment.
- Provide ongoing support, coaching, and development to the volunteer team.

Customer Service

- Ensure a high standard of customer service is delivered at all times.
- Handle customer queries, complaints, and feedback professionally.

Financial Controls

- Manage the shop's financial processes, including cash handling, banking, sales recording, and petty cash controls, ensuring compliance with internal policies.
- Contribute to the preparation of shop budgets and financial forecasts.
- Monitor financial performance and provide regular reports as required.

Compliance and Health & Safety

- Ensure the shop complies with all charity policies, health and safety regulations, and trading standards.
- Maintain up-to-date records of all required inspections, incidents, and training.
- Implement risk assessments and ensure safeguarding practices are followed.

Key Deliverables

- The Shop Manager will drive shop sales, maximise Gift Aid, and deliver excellent customer service. They will lead a strong volunteer team, ensuring the shop is well-presented, compliant, and financially sound.
The manager will build local community links to boost donations and support charity campaigns. Flexibility to travel and assist other shops is required. Success is measured by income growth, volunteer engagement, and operational excellence

NOAH Policies & Ways of working

As a shop manager, you should be aware of NOAH policies and procedures relevant to your role.

Safeguarding

NOAH is committed to safeguarding the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

Equality, Diversity & Inclusion (ED&I)

We are resolutely committed to building diverse and representative teams, from attracting, recruiting and retaining women, people from ethnic minority groups, disabled people and those with lived experience of our core business, homelessness, to making sure everyone can bring their whole selves to work and be at their best. We support each other and work together to make sure we are successful.

Prevention of Sexual Harassment

Job Description



We take our duty to prevent sexual harassment very seriously and expect all of our people, employees and volunteers to do the same. We will create a culture and environment where people do not have to worry or feel under threat of sexual harassment.

Our Values, Ethos & Ways of Working

- We will be looking for you to demonstrate an understanding and respect for our values of Care, Compassion, and Commitment.
- You will be a senior manager of NOAH, lead by example, don't judge others, treat everyone fairly and equally, be kind and demonstrate a genuine desire to make NOAH successful.
- Take responsibility for your own development, manage and update your own skills base, NOAH will support you as appropriate.
- We will take a flexible approach to working hours (making sure core hours are covered) be prepared to work evenings or weekends and allow others that same flexibility. Achieving objectives is key not working 9am to 5pm in the office to achieve them, although that's ok too.
- We hold training days, meetings and People Away Days and love everyone to attend as requested, this means some travel is required both on and off NOAH sites. We want you to be happy to take part.
- You might, from time to time be asked to undertake other duties as specified by your line manager, but permanent changes to your job description will only be made with the appropriate notice.