Cancer Research Wales
JOB ADVERT

Job Title: Charity Shop Manager
Salary: £16,416 per annum
Hours of Work: 37.5 hours per week
Base: Central Cardiff location
(The post holder will be predominately based in our City Centre Shop, but be prepared to work in any of our other stores in the area).
Duration: Permanent

The role of Cancer Research Wales is to raise funds to support pioneering cancer research in Wales, which has the potential to benefit lives in the future.

Cancer Research Wales are seeking an enthusiastic, self-motivated individual to support the management of their Charity Shops.

We are pleased to announce the opening of our first Cardiff city centre shop, to raise funds to support our pioneering research. Our shop will be located in one of the city’s major shopping centres and create shopping and fundraising opportunities. You should have the ability to maximise shop income, with an excellent eye for detail and high standards in order to create a professional and interesting shop for Cardiff city centre shoppers. You will have excellent communications skills, and an ability to manage a variety of tasks relating to a retail environment with proven experience of staff motivation within the voluntary sector.

Our Charity Shop Manager will be based in our Cancer Research Wales Charity Shop in Cardiff City Centre, but be prepared to work in any of our other charity shops in Cardiff or the surrounding area.

If you have the experience and passion for this rewarding post please contact:

Pam Perkins, Commercial Manager on 029 20 627 250 or email crw@wales.nhs.uk

Closing Date: Wednesday 1st October 2014
Interviews will be taking place on: Friday 10th October 2014
Cancer Research Wales
JOB DESCRIPTION

JOB DETAILS

Job Title: Charity Shop Manager
Salary: £16,416 per annum
Hours of Work: 37.5 hours per week
Employer: Cancer Research Wales
Base Central Cardiff location
(The post holder will be predominately based in our City Centre Shop, but be prepared to work in any of our other stores in the area).
Annual Leave Entitlement: 22 days plus Public Bank Holidays (with increases for long service)
Pension: Cancer Research Wales operate a Money Purchase Pension Scheme (where CRW will contribute twice the contribution of its employee to a maximum of 13%)
Duration: Permanent

Cancer Research Wales

The role of Cancer Research Wales is to raise funds to support pioneering cancer research in Wales, which has the potential to benefit lives in the future.

The postholder must embrace the charity’s aim to create ‘supporters for life’ and work to build long term professional relationships with our supporters, who make the work of our charity possible.

Purpose of position:

We are pleased to announce the opening of our first Cardiff city centre shop, to raise funds to support our pioneering research. Our shop will be located in one of the city’s major shopping centres and create shopping and fundraising opportunities. You should have the ability to maximise shop income, with an excellent eye for detail and high standards in order to create a professional and interesting shop for Cardiff city centre shoppers. You will have excellent communications skills, and an ability to manage a variety of tasks relating to a retail environment with proven experience of staff motivation within the voluntary sector.

The post holder will work proactively within the Cancer Research Wales, helping to ensure the smooth running of the charity shops, whilst at times supporting the administrative, scientific and fundraising teams.

The post holder will have a broad range of responsibilities which will require significant initiative and flexibility, ensuring they work at all times in a professional and timely manner.
Main duties:

1. Act as the charity's first point of contact, creating a positive, friendly and professional impression.

2. Work to maximise shop income.

3. Recruit, train and retain shop volunteers to ensure maximum trading.

4. Control of stock and shop expenditure.

5. To be responsible for all aspects of shop’s trading; including the sale of both donated and bought goods, along with the promotion and implementation of Gift Aid on donations.


7. Develop an in depth knowledge of Cancer Research Wales, its aims and objectives, service, culture and funding requirements. Endeavour to strength and promote the Cancer Research Wales brand.

8. Be a supportive team player working cohesively with staff, volunteers and donors. Positively promoting the charity at any available opportunity.

9. Maintain confidentiality at all times and ensure respect for proper observance of, and adherence of Cancer Research Wales confidentially policy.

10. Where appropriate, implement and maintain staff rotas.

11. Maintain a positive attitude towards all tasks and situations.

12. Prepared to work in Cardiff City Centre and surrounding areas.

13. Experience of working in the Charity Sector

14. Occasionally attend out of hours CRW events

15. Clean Driving Licence, as frequent travel around South Wales will be necessary. *(Please be aware that there is no designated parking space available with this position, and the post holder will need to make alternative arrangements)*

16. To undertake any other reasonable responsibilities or duties to support the administration, scientific, commercial and fundraising teams

17. Have a positive attitude towards continued personal development and training.

ORGANISATIONAL ARRANGEMENTS

Accountable to: Charity Director

Reporting to: Commercial Manager

CRB DISCLOSURE CHECK
The post holder does not require a CRB Disclosure Check.
COMPETENCE
You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager / supervisor.

SUPERVISION
Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your Manager.

RISK MANAGEMENT
It is a standard element of the role and responsibility of all staff of CRW that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT
As an employee of CRW, you are legally responsible for all records that you gather, create or use as part of your work within the charity, whether paper based or on computer. You have a legal duty of confidence to service users (even after an employee has left the charity). You should consult your manager if you have any doubt as to the correct management of records with which you work”.

HEALTH AND SAFETY REQUIREMENTS
All employees of CRW have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to enable the charity to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT
The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY
All employees of CRW are required to maintain the confidentiality of stakeholders and members of staff.
PROBATIONARY PERIOD
Appointment to this post is subject to the satisfactory completion of a probationary period of 6 months. During this time the Charity Director and/or your direct line manager will have the opportunity to review and assess your suitability for the post.

EQUAL OPPORTUNITIES
Cancer Research Wales is committed to equal opportunities for all existing and potential staff. We pride ourselves on being a warm and welcoming environment to work and welcome applications from all sections of the community.

Date Prepared: 9th September 2014
Prepared By: Liz Andrews, Charity Director
Cancer Research Wales does not permit smoking on its premises or whilst wearing the CRW uniform.

Person Specification

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<th>Essential</th>
<th>Desirable</th>
<th>Method of Assessment</th>
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<tbody>
<tr>
<td>Qualifications</td>
<td>Excellent general education to GCSE level or equivalent</td>
<td>Experience of managing a busy charity shop</td>
<td>Application Form, Interview and/or Reference</td>
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<td>Experience managing volunteers</td>
<td>Application Form, Interview and/or Reference</td>
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<td>Experience in cash and banking procedures</td>
<td>Experience of ‘Gift Aid on Shop Donations’</td>
<td>Application Form, Interview and/or Reference</td>
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<td>Experience managing staff</td>
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<td>Experience</td>
<td>Experience of managing a busy shop</td>
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<tr>
<td>Skills</td>
<td>Excellent eye for detail and window display skills</td>
<td>IT skills – including Microsoft Office Packages</td>
<td>Application Form, Interview and/or Reference</td>
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<td></td>
<td>Excellent organisational and administration skills</td>
<td>First Aid Certificate</td>
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<td>Ability to multi task</td>
<td>Ability to speak Welsh</td>
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<td>To deal sympathetically with the public</td>
<td>Ability to drive up to 3.5 t lwb van</td>
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<td>Time Management Skills</td>
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<td>Excellent Communication skills</td>
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<td>Full Clean Driving Licence and access to a vehicle</td>
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<td>Ability to work with designated budgets &amp; meet realistic targets</td>
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<td>Knowledge</td>
<td>Knowledge of the Charity Sector</td>
<td>Knowledge of the laws and regulations governing the charity sector</td>
<td>Application Form, Interview and/or Reference</td>
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<td></td>
<td>Knowledge of retail/marketing/merchandising and display</td>
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<td>Personal Attributes</td>
<td>Motivated &amp; Enthusiastic</td>
<td>Ability to work to deadlines</td>
<td>Application Form, Interview and/or Reference</td>
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<td>Ability to work to a high standard and maintain these standards in a busy retail environment</td>
<td>Trustworthy and reliable</td>
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<td>Creative</td>
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<td>Team Player</td>
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<td>Empathetic</td>
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<td>Ability to work to deadlines</td>
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<td>Willingness to travel within South Wales</td>
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<td>Willingness to work unsociable hours (evenings &amp; weekends)</td>
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<td>Interests</td>
<td>Interest in pursuing personal development</td>
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<td>Interest in Cancer Research</td>
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<td>Application Form, Interview and/or Reference</td>
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**JOB APPLICATION**

**POSITION:** Charity Shop Manager (Full Time)

**Personal Details**

Initial:  
Surname:  
Address:  
Telephone Number:  
Email Address:  

**Current Employment Details:**

Name of current/most recent Employer:  
Address:  
Telephone no:  
Date commenced & Current post title:  
Brief Description of Duties:  

Current Pay: £  
Period of Notice required by current:  

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**Education**

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<th>Date</th>
<th>General Education</th>
<th>Level</th>
<th>Grade</th>
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<tr>
<th>Date</th>
<th>Further Education/Professional Qualifications</th>
<th>Qualification</th>
<th>Grade/Class</th>
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**Employment History**

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<tr>
<th>Name and address of employer (Most recent first)</th>
<th>Position</th>
<th>Key Achievements</th>
<th>Dates of employment and Reason for leaving</th>
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**Skills**

- Do you have a full clean driving licence: YES / NO*  
- Do you have access to a vehicle to use in the course of work: YES / NO*

* DELETE AS NECESSARY

**Personal Development**

Please state any courses, membership, voluntary work or public service/duties you consider relevant, with outcomes where applicable

**Supporting Statement**
This is an opportunity to draw attention to aspects of your career, training courses attended, interests, ambitions, etc., which make you suitable for the post. Also state why you are interested in applying for this post and make particular reference to the Role Description. Use additional sheets if necessary.

**References**

Please give names and address of two referees, one of whom should be your current or most recent employer.

<table>
<thead>
<tr>
<th>Reference 1</th>
<th>Reference 2</th>
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<tbody>
<tr>
<td>Employer:</td>
<td>Employer/Personal</td>
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<td>Name:</td>
<td>Name:</td>
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<td>Job Title:</td>
<td>Relationship:</td>
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<td>Company:</td>
<td>Company:</td>
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<td>Address:</td>
<td>Address:</td>
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<tr>
<td>Telephone No:</td>
<td>Telephone No:</td>
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<td>E-mail:</td>
<td>E-Mail:</td>
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</table>

Should reference 1 be approached prior to interview?  □ Yes  □ No
Should reference 2 be approached prior to interview?  □ Yes  □ No

**Disability**

We are using the word “disability” to include people with obvious disabilities and those with invisible disabilities or persistent health problems.

Have you a disability which requires the provision of specific facilities at interview or for work?
If so, is there anything we could do to assist you? Please give details:

The information given in this application is, to the best of my knowledge, true and accurate. I understand that any false declarations may lead to the withdrawal of a job offer or termination of employment.

Signature of applicant: 
Date: 

Please return the completed job application to Cancer Research Wales by **Wednesday 1st October 2014**, the provisional date for Interviews will be **Friday 10th October 2014**.

FAO Pam Perkins, Commercial Manager  
Cancer Research Wales, Velindre Hospital, Whitchurch, Cardiff CF142TL  
Email: crw@wales.nhs.uk

Tel: 029 2031 6976  
[www.cancerresearchwales.co.uk](http://www.cancerresearchwales.co.uk)  
Registered charity number: 248767