Job Title: Shop Manager

Department: Retail

Location: Edgware - flexibility to move to different shops within the All Aboard portfolio as directed on occasion.

Reporting to: Area Manager

Job Type: Full time - 37.5 hours per week, Monday to Friday

Pay: £13.50 p/h

About All Aboard

All Aboard is a charity retail organisation committed to supporting a wide range of causes through the sale of donated goods. We aim to create welcoming, inclusive spaces for customers, staff, and volunteers, and promote sustainability and community engagement.

Role Overview

The Shop Manager is responsible for the day-to-day running of the shop, including achieving sales targets, managing costs, encouraging donations, delivering excellent customer service, and leading a team of staff and volunteers. The role also includes ensuring compliance with Health & Safety, safeguarding, and data protection regulations.

Key Responsibilities

Sales & Profit

- Achieve agreed sales targets and maximise profitability
- Analyse sales data and take appropriate action
- Demonstrate effective cost control

Shop Operations

- Ensure shop is open and adequately staffed during trading hours
- Assume full responsibility for your shop across all trading days.
- Prepare rotas, arrange cover, and train staff/volunteers for continuity
- Maintain a clean, safe, and well-presented shop environment
- Ensure that you and the team adhere to stock management systems and visual merchandising guidelines
- Encourage donations and promote Gift Aid registration
- Ensure all stock is safe, legal, and compliant with company guidelines
- Follow financial procedures including till use, cashing up, and banking
- Ensure compliance with insurance policies

Customer Service

- Create a warm and welcoming atmosphere

- Greet and assist customers courteously
- Upsell and suggest items where appropriate

People Management

- Line manage weekend Manager, staff and volunteers, including appraisals and grievance handling
- Recruit, train, and support volunteers in collaboration with the Volunteer Coordinator
- Promote a supportive and inclusive team culture

Health & Safety & Safeguarding

- Ensure compliance with Health & Safety laws and safe working practices
- Maintain clear walkways and hazard-free environments
- Adhere to safeguarding policies and report concerns promptly

Other Duties

- Carry out any reasonable tasks as directed by the Area Manager or Head of Retail
- Promote the charity's activities and services
- Be a responsible keyholder

Person Specification

Qualifications & Experience

- Good general education to GCSE level or equivalent experience (Essential)
- Retail experience in a fast-paced, customer-facing environment (Essential)
- Experience with sales targets and EPOS systems (Desirable)
- Charity retail and volunteer management experience (Desirable)

Skills & Attributes

- Strong leadership and communication skills
- Ability to motivate and manage teams
- Good time management and decision-making
- IT literacy and numeracy
- Commercial awareness and customer service principles

Physical Requirements

This role involves standing for long periods, bending, lifting, and moving stock.

Legal & Policy Compliance

Equality & Diversity

We welcome applications from all backgrounds and communities. We are committed to building a diverse team and ensuring equal opportunities for all.

Flexible Working

Flexible working arrangements will be considered in line with our policy.

Data Protection

All personal data will be handled in accordance with UK GDPR and internal policies.

Confidentiality

Staff must maintain confidentiality regarding the charity, its staff, and volunteers.

Health & Safety

Staff must take reasonable care for their own health and safety and that of others, adhering to statutory regulations and company policies.

Application Process

If you require reasonable adjustments during the recruitment process or in the role, please let us know. We are committed to supporting all applicants.

This job description reflects the current duties and responsibilities of the role and may be subject to change to meet the evolving needs of the charity.