

Store and Volunteer Manager

Job Description & Person Specification

1. Role Overview

Key Details	Information
Job Title	Store & Volunteer Manager
Reporting To	Operations Manager
Responsible For	The Store and its volunteer team (and any assistant manager(s) that may be appointed from time to time for the store)
Hours per Week	20 hours per week
Location	Shared Space, 453 London Road, Westcliff-on-Sea, SS0 9LG <i>Expected to be flexible to attend other Shared Space locations for meetings and cover.</i>

2. Vision & Organisational Context

Shared Space Vision

Shared Space is a growing network of Christian charity stores. Our work with the community transforms lives through life-changing volunteering opportunities, distributing grants to local organisations, and through Christianity expressed by faith in word and action leading to personal faith, improved well-being and a more just world.

Partner Charity: Church from Scratch

You will collaborate with our founding charity and partner, **Church from Scratch**, helping to deliver our closely aligned values and vision of transforming lives with our volunteers through Christian faith in action.

3. Role Purpose & Dimensions

Role Purpose & Key Expectations

- Ensure Shared Space's Christian values and ethos shine through in everything you do.
- Lead the day-to-day operation of one of our charity stores.
- Recruit, motivate, and lead a cohesive volunteer team of over 50 people, ensuring consistency to deliver the best experience for volunteers, donors, customers, and the wider community.
- Lead the team of volunteer shift leaders.
- Improve and sustain the commercial performance of the charity store with support from the Operations Manager.
- Help deliver initiatives for the personal development of volunteers in collaboration with the Shared Space team.

Dimensions of the Post (Scale, Scope & Context)

- Enabling the Shared Space Christian ethos and values of Shared Space to be pervasive throughout the store in collaboration with Church from Scratch.
- Leading and managing the day-to-day operation of the store.
- Ensuring your work aligns with Shared Space priorities.
- Recruiting, training, and sustaining the team of volunteers and volunteer shift leaders.
- Building a cohesive community among the volunteers.
- Leading on the financial performance of the store.
- Facilitating the awarding of Boost Fund Grants by your store to charities in Southend.
- Supporting programmes and initiatives that lead to personal development and life-transformation of the volunteers.
- Ensuring compliance with policies and procedures including, health and safety, safeguarding, and other relevant legislation.
- Be available for weekend work as required and occasional evening working and take turns as the on-call person for Shared Space, available to respond to unforeseen situations.
- Supporting refurbishment projects in your store.
- Line managing an assistant store manager(s) if and as appointed.

4. Main Accountabilities

Enabling the Christian Ethos

- Model personal faith in Jesus and commitment to the Shared Space values.
- Work alongside the Faith Lead and others in creating opportunities for prayer, reflection, and worship in your store.
- Lead occasional acts of prayer and worship in team meetings and Shared Space events.
- Ensure all activities and communications reflect Shared Space's Christian values with warmth, authenticity, and radical inclusion.

Store Operations & Commercial Performance

- **Sales:** Achieve sales targets by maximising sales and retail Gift Aid conversions and minimising costs. Ensure a high standard of customer service. Implement promotions in discussion with your manager. Identify inaccurate pricing by volunteers and train as required.
- **Store Appearance:** Maintain high standards of presentation in windows and store interior. Ensure the sales floor layout remains attractive, consistent, and accessible. Achieve and maintain high standards of housekeeping and cleanliness throughout the premises.
- **Stock Management:** Actively encourage the public to donate high-quality stock. Ensure there is adequate stock displayed without overcrowding. Ensure stock is priced consistently in accordance with guides. Carry out stock rotation at agreed intervals. Identify and refer high-value items for sale online. Ensure all donors are asked if they can Gift Aid in a compliant manner and process Gift Aid stock correctly.

Volunteer Management & Community Building

- **Volunteer Management:** Recruit, train, and motivate volunteers from a diversity of backgrounds in keeping with the locality and Shared Space Christian values of Shared Space. Keep the store adequately staffed with volunteers at all times by operating rotas. Balance maximizing profit with creating opportunities for less able volunteers to participate. Cultivate team spirit among volunteers with a wide range of personalities and needs. Proactively identify and resolve conflict and poor behaviour within the team. Participate in grievances and disciplinarys as required.
- **Building Community:** Create an inclusive and supportive culture in your store where all feel valued, and part of Shared Space and can discover they are loved by and can relate to God. Promote a sense of family and team among volunteers across different shifts. Support volunteer wellbeing and facilitate celebration of contributions. Work with the Shared Space team on inter-store community activities. Support electronic and printed communication channels and event promotion.
- **Training & Development:** Deliver volunteer training using Shared Space's provided resources and videos. Identify leadership potential within volunteers and facilitate progression to till operators, shift leaders, and other roles. Create bespoke training fitting your store's needs. Support and

create personal development opportunities for your team to discover and grow in Christian faith through events, conversations, courses, residentials and other means - partnering with Church from Scratch as needed. Ensure training, reviews, and appraisals are recorded accurately.

Compliance, Administration & Security

- **Safeguarding, Health & Safety:** Fully implement all Shared Space policies including GDPR, Safeguarding, and Health & Safety. Pass on hunches and concerns to the Designated Safeguarding Lead. Provide a safe environment protecting staff, volunteers, and the public. Ensure Risk Assessments, Fire Risk Assessments, Accident reporting, RIDDOR, and COSHH and other compliances are up to date and delivered. Report maintenance/safety issues beyond your capacity to remedy to the Operations Manager.
- **Administration & Security:** Ensure administration and record keeping are completed accurately and submitted on time. Keep volunteer data up to date. Ensure financial, cash handling, and security procedures are strictly followed. Hold store and safe keys, keep police informed of keyholder details, and premises are secured when unattended. Notify police and Operations Manager in the event of break-ins, shoplifting, security incidents, or suspected dishonesty.

5. Autonomy & Role Relationships

- **Role Relationships:** Lead the store team of volunteers and volunteer shift leaders with the support of the Operations Manager. Work alongside colleagues including the Vision & Team Lead, Faith Lead, Finance Lead, Data & IT Lead, and Shared Space Project Worker. Collaborate with partner charity Church from Scratch in promoting joint initiatives. Build connections with store donors, customers, and grassroots projects funded through the Boost Fund Grants.
- **Autonomy & Decision-Making:** Empowered in the day-to-day running of your store and volunteer team management, with expected accountability to explain decisions taken. Supported and coached through regular meetings with the Operations Manager. Responsible for expenditure within agreed limits.

6. Person Specification

Skills, Knowledge, and Attributes

Criteria / Requirement	Status	Assessment Method
Knowing and following the Jesus who makes sense of chaotic everyday life	Essential	Application / Interview
An excitement for the vision, values, faith basis and mission of Shared Space with a commitment to diversity and those who may be marginalised	Essential	Application / Interview
Strong, collaborative leadership and people management style, with the ability to motivate, support and develop volunteers	Essential	Application / Interview
Good organisational skills to respond to competing priorities against a backdrop of changing circumstances	Essential	Application / Interview
Strong interpersonal and communication skills with a wide range of people in a variety of mediums	Essential	Application / Interview
Team building and relationship skills, including conflict resolution	Essential	Application / Interview
A good grasp of retail management or an ability to quickly pick this up on the job	Essential	Application / Interview
Ability to deliver initiatives to improve commercial performance	Desirable	Application / Interview
Ability to self-start and work with resilience, initiative, and adaptability under pressure	Essential	Application / Interview
Working knowledge of safeguarding, health and safety, GDPR and other relevant statutory compliance requirements	Desirable	Application / Interview / Reference

Criteria / Requirement	Status	Assessment Method
IT and data adeptness (in Google Workspace, Office 365 or equivalent)	Essential	Application / Interview
Maintaining accurate, up-to-date records with attention to detail	Essential	Interview
Driving licence & own transport (mileage paid for travel beyond normal place of work)	Desirable	Application

Experience

Experience Area	Status	Assessment Method
A committed and practising Christian, modelling personal faith in Jesus	Essential	Application / Interview / Reference
Participating in overtly Christian initiatives and contributing to a faith-based environment with sensitivity, authenticity, and openness	Essential	Application / Interview / Reference
Operating by Christian values in leadership and service	Essential	Application / Interview / Reference
A positive team player and contributing effectively towards organisational priorities and goals	Essential	Application / Interview
Empowering economically or socially marginalised people	Essential	Application / Interview
Delivering positive organisational change and impact	Desirable	Application / Interview
Recruiting, motivating and leading a volunteer team	Essential	Application / Interview

Experience Area	Status	Assessment Method
Creating and delivering training to teams and individuals	Desirable	Application / Interview
Optimising profit by improving income generation and cost control	Desirable	Application / Interview

7. Legal & Administrative Statements

There is an **Occupational Requirement** under **Schedule 9, Part 1 of the Equality Act 2010** for the post-holder to be a practising Christian because it is a proportionate requirement for core tasks of the role in the context of Shared Space having the charitable object *to advance the Christian religion*.

Review Statement:

This job description and person specification will be reviewed periodically to ensure it continues to reflect the operational and strategic needs of Shared Space. Adjustments may be made, following consultation, to support the ongoing development of the organisation and the role.