



VERWOOD SHOP MANAGER

APPLICANT INFORMATION PACK



www.trusselltrust.org



WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1st April 2021 and 31st March 2022, food banks in the Trussell Trust network distributed 2.1 million three-day emergency food supplies to people in crisis, a 14% increase on 2019/20 (the last complete year before the pandemic). More than 830,000 of these went to children.

I want to see the end of the need for emergency food services in every nation of the UK, to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Working for the Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

Emma Revie
Chief Executive



WHAT WE DO

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

Together, we can end hunger and poverty in the UK.

[*14.2 million people in the UK population are in poverty. The Social Metrics Commission, 2018](#)

OUR VALUES

The Trussell Trust is committed to community built on diversity, tolerance, cooperation, and mutual respect. We want to contribute to society and demonstrate social responsibility.

Our values are **Compassion, Justice, Community and Dignity.**

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



HOW WE WORK

Our offices are in Salisbury in Wiltshire and London.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Network Operations
- Network Programmes & Innovation
- Corporate Services (including Charity Retail)
- Policy, Research & Impact
- Participation
- People & Inclusion
- Public Engagement

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

OUR BENEFITS

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions of up to 8%, group income protection, payroll giving, flexible working, season ticket loans, and enhanced contractual leave.

To find out more about the full range of benefits we offer, visit www.trusselltrust.org/employee-benefits.



THE ROLE

Department:	Charity Retail
Responsible to:	Retail Area Manager
Hours:	37.5 hours per week, must be flexible and available Mon – Sat, including weekends and some evenings
Salary:	£21,976.50 per annum plus a comprehensive benefits package
Based:	Verwood shop



ROLE OUTLINE

To be responsible for the effective operation of the Verwood shop and its team, ensure targets are met, with a proactive and solution focused mindset. This fast-paced role requires you to energetically engage with your communities and other shops to ensure you meet goals set by your department working as a team. Passion and compassion are key to managing a charity retail outlet, working together with the senior management team to maximise shops full potential on all aspects, promoting quality and excellence and the Trussell Trust charity.

RESPONSIBILITIES

- Manage the day to day running of the shops, ensuring effective stock management, and merchandising that results in sales targets being met.
- Recruit, manage, train and develop shop staff and volunteers to effectively run the shop
- Provide the staff and volunteer teams (including under 18s and adults with care and support needs and those not directly in your management remit) with a stimulating and supportive environment and maintain and increase standards of customer service.
- Maintain awareness of developments in local shops, especially in the charity/low cost/price sector and ensure that the Trussell Trust shop is competing effectively.
- Maintain and develop good channels of communication and collaborative working with your team and colleagues in other Trussell Trust shops, the warehouse and logistics team, local communities, and organisations.
- Lead by example and manage your team in a positive and robust manner ensuring all communication is always expressed positively and clearly, working in line with organisational values, policies, and procedures
- Assist the Retail Area Manager as required in area wide initiatives.
- Initiate marketing campaigns and sales promotions.
- Control pricing in line with company policy ensuring the highest possible resale value of donated stock.
- Manage and operate the Gift Aid system and ensure all staff and volunteers understand how to use the Gift Aid system properly.
- Working with the Health & Safety Advisor, apply company Health & Safety regulations in accordance with the Trussell Trust policy, guidelines, and manual.
- Provide leadership, direction, support, and line management to the team, including regular 1:1s and annual reviews to ensure objectives and targets are met.
- Develop a culture of innovation, resourcefulness, and best practice to make the best use of time and skills in the team.
- Promote collaborative working across the team and with other teams across the Trussell Trust.

Any other reasonable duties as specified by your line manager to support the work of the Trust.



PERSON SPECIFICATION

Technical skills and minimum knowledge:

- Experience working with volunteers
- Has a good awareness of current fashion trends, particularly sustainable fashion
- Numerate and computer literate
- Knowledge of Health and Safety in relation to charity retail
- Some experience of management in the retail sector
- Has a good understanding of the principles underlying retail law, Gift Aid, GDPR, other applicable legislation and best practice.
- Excellent customer service skills, including the ability to establish rapport and credibility quickly with a range of stakeholders.

Behaviours and competencies:

- Ability to work flexibly on own initiative and as part of a wider team
- Demonstrate resilience, resourcefulness and flexibility to overcome challenges with a practical approach to problem-solving
- Provides effective and efficient leadership of staff and volunteers in the daily running of the shop
- Delivers innovations to ensure sales targets are met.
- A calm and professional manner especially when dealing with members of the public and visitors
- Excellent social skills, able to operate with diplomacy, tact, and empathy at all levels, specifically in community relations.

Key Stakeholders:

- Retail Area Manager
- Shop Managers
- Logistics team
- Warehouse Manager
- Retail Development Manager

The Trussell Trust is a charity that works to end the need for food banks. It is founded on and shaped by Christian principles. Our values of dignity, justice, compassion and community, are central to all that we do and therefore supports our aim to be an organisation where the diversity of all employees is valued. We welcome people of all faiths and none and those that are committed to these values.



HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to www.trusselltrust.org/jobs and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- As part of this process, you are required to upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position, please email retailrecruitment@trusselltrust.org.

www.trusselltrust.org/jobs

