

**THE SPITALFIELDS CRYPT TRUST
JOB DESCRIPTION**

Post Title	Community Shop Manager
Responsible to	Director of Retail
Purpose of Post	The Community Connection Shop Manager provides operational management and inspirational leadership of the paid and volunteer team to maximise the shop's financial contribution whilst delivering a dynamic programme of engagement with the local community in SCT's mission, values and core holistic offer of enterprise / housing support / therapeutic support / training and development.
Salary	£24,615 - £25,411
Hours	35 hours per week
Location	SCT Charity Shops (London)
Line management	Shop Assistant Manager and Shop Supervisor

Introduction:

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community supports, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

Our 'Recovery Without Walls' strategy seeks to make SCT's core offer combining enterprise, housing support, therapeutic support, training and development more available to all the neighbourhoods where we have a presence. SCT's shops are great opportunities for local people to connect with SCT in many different ways, build relationships, participate and celebrate their gifts. This is an approach we are really keen to develop.

We seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT. (SCT - Equal Opportunities Policy 2.2 (i) and (v)).

Role and Responsibilities:

The ultimate aim of the Manager's job is to manage staff, volunteers and available resources to the optimum benefit of the Spitalfields Crypt Trust, in terms of both income and the mission of the Charity in supporting people in recovery from addiction, achieved through the Manager's –

- Ongoing development of SCT's community shop as a place of welcome, community connection and engagement with SCT's holistic offer characterised by an approach that is place-based, co-productive, creative and fun
- Developing a programme of onsite small-scale community activities drawing on the expertise of SCT's community tutors, local community and SCT's wider recovery community in their design and delivery

- Ensuring the safe and profitable running of the shop leading a team of staff and volunteers to motivate them to deliver exceptional customer service to customers and donors; recruiting, training and managing the team according to SCT’s values, policies and procedures
- Maximising sales, engagement and impact to achieve set targets
- Establishing and maintaining effective retail processes and merchandising standards to industry standards of best practice
- Maintaining effective stock management
- Carrying out shop administration
- Interpreting and acting on basic financial reports and KPI’s
- Taking necessary action to repair and maintain the premises and to take all reasonable steps to protect SCT property from theft, damage or fire
- Training and supporting staff and volunteers towards ensuring adherence to all health and safety policy and procedures
- Ability to work flexibly, including working weekends and on occasion work in other locations when necessary
- Managing the shop rota ensuring shop opening within advertised hours with sufficient cover to operate safely
- Developing and maintaining a thorough understanding of the work of SCT
- Undertaking relevant tasks as requested by the Director of Retail
- Representing the organisation at external meetings and events
- Abiding by the policies and procedures of the SCT
- Attending training courses as required

Key relationships:

SCT Enterprise Team

SCT Community tutors

Person Specification:

	Essential	Desirable
Skills and Knowledge	<ul style="list-style-type: none"> • Retail background • People management skills • Good verbal and written communication skills • Ability to work well as part of a team • Good IT skills (including MS Office and email) • Able to use own initiative • Strong interpersonal skills able to engage with • Understanding the range of issues that can make an individual vulnerable to addiction and/or homelessness • Empathetic with those experiencing addiction and/or homelessness • Communicate well one-to-one and in groups and teams with vulnerable individuals and those in leadership roles, both in informal and formal settings • Good listening and facilitation skills 	<ul style="list-style-type: none"> • Visual merchandising/ window dressing • Shop administration; finance, Gift Aid • Approaches and provision in the support of those with addictions and/or who are homelessness

Experience	<ul style="list-style-type: none"> • Commercial retail management experience • Experience of recruiting and managing volunteers • Demonstrable and proven communication skills • Demonstrable experience of consistently meeting or exceeding targets • Experience of leading successful teams 	<ul style="list-style-type: none"> • Experience of working with donated goods • Charity shop background
Cultural Indicators	<p>Delivering Results</p> <ul style="list-style-type: none"> • Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. • Makes effective, data-driven decisions. <p>Role Model / Leading by Example</p> <ul style="list-style-type: none"> • Is an inspiring role model for others, building trust and living our Vision / Mission and principles and delivering our services accordingly. <p>Continual Improvements</p> <ul style="list-style-type: none"> • Consistently seeks to improve how we do things to achieve and Embraces change and innovation. <p>Effective Communication</p> <ul style="list-style-type: none"> • Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them. <p>One Team</p> <ul style="list-style-type: none"> • Works with others as one team, actively collaborating to achieve a shared vision. Building relationships across SCT, sharing information and expertise. 	