



Little Stars

Charity Shop Manager

Part time – 18 hours

£13.45 an hour

About Little Stars

Little Stars is a registered charity (1191130) dedicated to ensuring that children across Shropshire have the essential items they need to thrive, from infancy through to their teenage years. We operate three vital, integrated services: a baby bank, tots-to-teen support, and a school uniform bank. We take pre-loved items generously donated by the community and compile unique bundles, which are supplemented with new equipment and basic hygiene products that are then gifted to the families referred to us.

Our mission is to provide practical support to families across Shropshire by ensuring no baby or child goes without the childhood essentials during the most vulnerable time of their life. We believe that every family, no matter how complex their situation, should be shown kindness and support at the time they need it most.

Overview of the role

As our new **Shop Manager**, you'll take on a well-established charity shop, now in its third year, and play a vital role in its continued growth by working to maximise the shop sales and identify new income opportunities. You will manage all aspects of the charity shop, including customer service, stock management, financial records, administration, compliance and volunteers. Our shop is the only dedicated pre-loved children's clothing store in Shrewsbury and there for the community who are seeking affordable, quality children's and maternity wear while generating vital funds for the charity and promoting the work the charity does.

You will report to and be line managed by the Chief Executive Officer, and matters relating to donations and volunteers will be overseen by the Operations Manager.

We're building something special at our charity, and our Shrewsbury shop is a vital part of that work. We're looking for a passionate Charity Retail Manager to join our team and help us achieve our goals.

The post holder must be able to work our opening days – Wednesdays, Thursdays, Fridays 10-2 and Saturdays 10-4.

About you

You will have previous charity retail experience alongside significant retail knowledge and experience. Demonstrating emotional intelligence, it is essential that you are a strong team player and can inspire and motivate those around you. You will be highly organised with the ability to prioritise as well as bringing excellent communication skills with the confidence to provide excellent customer service internally and externally.



This role involves lone working, so applicants should be over 18 years of age and comfortable working independently in line with Little Stars lone working procedures.

If you are looking to join a supportive and high-functioning team and bring a clear alignment to the mission and values of the charity, then we would welcome your application.

Key responsibilities of the role

The duties and responsibility of the role will be undertaken in accordance with the policies, procedures and practices of Little Stars which may be amended from time to time.

- Deliver effective and efficient retail operations through excellent customer service and administration.
- Accurate stock management including but not limited to clear pricing and stock replenishment.
- Ensure the shop generates income against a budgeted sales target.
- Facilitate and manage the required Gift Aid processes.
- Maintain high standards of housekeeping, organisation and cleanliness throughout the shop.
- Ensure all financial and cash handling policies are adhered to.
- Act as a key holder, responsible for opening and closing the shop whilst ensuring the shop is secure whenever left unattended.
- Create and post engaging social media content for the shop (e.g. new stock), in line with Little Stars' brand and tone of voice.
- Work with the Operations Manager to establish and develop a team of shop volunteers. As the Operations team will not be based on site, you will be responsible and accountable for managing volunteers day-to-day while working at the shop, with support available from the Operations team as needed.
- Knowledge of retail and health and safety legislation and administrative/cash handling experience.
- The role will require manual work, including moving stock.
- Act as a brand ambassador for Little Stars and educate the public by promoting the charity's work, including but not limited to promoting upcoming fundraisers and events.
- Ensure GDPR are adhered to at all times and maintain a clear professional boundary with customers.
- Attend, as requested, meetings and training courses at Little Stars HQ Battlefield.
- Deal with customers and maintain a high level of customer service with good verbal and written communication skills.
- Motivate yourself and others, with excellent organisational skills, comfortable working under pressure and dealing with changing priorities.
- Bring an energetic and enthusiastic personality and believe in teamwork.

Essential

- Experience in retail management with previous charity retail experience
- Experience managing Gift Aid processes in a charity retail setting.
- Confidence using social media platforms (e.g. Facebook, Instagram) to create content and engage a local audience.



- Requirement to travel to HQ at Battlefield to restock the shop and collect what is needed; access to a car is essential for this.
- Excellent attendance and time keeping

Terms of Employment

- This role is subject to six-month probationary period
- Appointment is subject to satisfactory DBS check and references.

What the Role Offers

- Opportunity to make a difference to families living in Shropshire.
- Opportunity to develop your career within a growing charity.
- Contributory pension.
- 25 days holiday per annum (pro rata) plus Bank Holidays.
- Closed over Christmas; this closure is taken from your annual leave entitlement.

To apply

Please provide your CV along with your covering letter outlining how you meet our essential requirements and meet the key responsibilities of the role. Please address to Leanne Farlie and send to leanne@littlestarscharity.org.

Closing date 23rd July at 5pm.

Interviews will take place on either the 5th or 6th August in person at:
Unit 4 Hussey Road
Battlefield Enterprise Park
SY1 3TE

WhatThreeWords: ends.sands.corn