Job Description - Shop Manager

Reports to Director

Based at Share and Repair Shop George Street with some home working

Full time - 37.5 hours per week. Suggested working pattern would be Tuesday - Saturday (Sunday and Monday off) 9-5 but we can be flexible on this. Job Share will be considered to enable part time hours for the right candidates.

28 days holiday (including bank holiday allowance)

£25,000 p/a

| **About Us**  Share and Repair is a small but dynamic Charity Incorporated Organisation (CIO) which aims to change mindsets and behaviour through the promotion of sharing and repairing to reduce carbon emissions and build cohesive communities. We currently run four main activities: Repair Cafes (‘Mend it, don’t end it’); a Library of Things (‘Borrow don’t buy’); HOW TO Workshops to empower individuals (‘Do more yourself’) and HomeKit. All activities have a positive environmental impact and we are passionate about reducing spending, and landfill. We aim to provide services for all age groups and local communities. We have a small number of staff and a large group of enthusiastic volunteers.  We started in 2017 with Repair Cafes as a Community Organisation. We then opened The Share and Repair Shop in central Bath in 2020, its main purpose being home for our Library of Things but we also run regular repair sessions there and provide information on all our services. The HOW TO Workshops (HTW), currently include HOW TO use a sewing machine, HOW TO use power and hand tools and HOW TO maintain a bike and often run alongside one of our Repair Cafés. We will also be rolling out our “How to Reduce your Carbon Footprint” project in local schools later this year showing children how to easily make changes to help the environment. HomeKit supports new households with ‘starter’ small electrical household equipment. These events and activities build skills and help to generate cohesive communities, as well as the reduction of manufacturing, waste to landfill, and spending.  This is an exciting opportunity for someone to use their skills and experience to make a difference locally and nationally to the community. |
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| **Role**  We are looking for a Shop Manager to be responsible for the planning and implementation of the activity based in the shop.  You will take overall responsibility for the Library of Things and the Shop Repair Sessions, and the smooth operation of the shop. You will be involved in the marketing and publicity, finance and monitoring and evaluation of this service as well its development. You will present monthly reports of the shop performance for the previous month.  The Share and Repair shop is based on George Street and open four days a week, Wednesday through to Saturday (with potential to open another day and/or extended hours). You will be expected to work in the shop when it is open and the rest of your hours either in the shop or remotely. Suggested working pattern would be Tuesday - Saturday (Sunday and Monday off) 9-5 but we can be flexible on this.  You will work alongside the volunteer coordinator whose main responsibility is to coordinate and manage the volunteers for the shop and ensure key tasks are completed. You will cover the role of volunteer coordinator when they are on annual leave.  You will work closely with a Community Events Manager who will oversee the functioning and development of Repair Cafes in the community; HOW TO Workshops including HOW TO Reduce your Carbon Footprint; and finally our newest project HomeKit which repairs and reuses small home appliances through charity partners to low income households. |
| **Key Objectives**   * To generate and grow the income for S&R in line with our strategy * Be an ambassador for Share and Repair   ● Regular reporting and feedback  ● To support the wider goals of S&R  ● To develop a systems approach to your work and provide the best customer experience for our users.   * To work and perform in a safe and conscientious manner * To help train and develop junior members of the team |
| **Key Activities**   * Work with Director to ensure Shop is run within Health and Safety guidelines and to ensure all signage and information for volunteers is up to date. * Open and Close Shop and complete daily checklist for each shift * Book in Repair sessions and update repairers on repairs for the day * Purchase all consumables needed in order for Repairers to complete repairs. * Manage Repair visitors/users queries, feedback and donations. * Ensure Repair area is a clean, tidy and safe environment * Maintain, Manage and provide analysis from our Library of Things database (Lend Engine). * Manage and curate the quality, storage and display of LoT items * Manage the software system to deliver the LoT * Ensure loan items are ready for customer to pick up and checked back in when they return. * Manage customer requests for delivery/pick up by cargo bike and plan route for volunteer rider. * Deal with customer queries on the phone and by email * Update window display (with volunteer) * Update donation spreadsheet and cashbook daily * Work with Community Projects Lead to ensure we have clear, accurate, timely and targeted Marketing and Publicity. |
| **Essential Knowledge, Skills and Experience**   * Exceptional people and management skills * Excellent time management and organisational skills * Experience of planning & coordinating projects, services or activities * Proficient computer skills * Good communication and writing skills * Ability to develop and manage administrative systems * Accurate & timely budget management and reporting skills * Ability to work with multiple stakeholders both internal and external * Knowledge of working with databases (for our Library of Things) |
| **Attributes**   * Understanding and passion for the environment and how we as individuals can make a difference. * Positive, enthusiastic and adopts a “can do” mentality * Ability to develop good working relationships * A professional and courteous manner. * Ability to use initiative and to be self-motivated. * Decisive, logical thinking with creative problem-solving ability. * Hands on and practical approach. * An ability to manage time and workload in order to be able to deal with tasks swiftly and effectively. * A flexible approach to working weekends.   Please see our Values Chart below for our culture at Share and Repair. |

Share and Repair is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

| **Aspiring**  We are small but aim high | **Caring and Empathetic**  We listen, care and are supportive | **Entrepreneurial**  We create opportunities for change | **Equality**  We celebrate Diversity and Inclusion |
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| * Understands and is curious about what the charity is trying to achieve * Thinks about the effects of their decisions on the charity and its income. * Makes sure they are adequately equipped to deliver their KPIs and Action Plan * Interprets data effectively to make commercially driven decisions. * Has and environmental and sustainable mindset * Tracks trends in data from LoT, Repairs and Cargo Bike spotting potential opportunities and key messages and maximises them. * Recognises non commercial activities that can drive the charity forward. | * Proactively helps and supports others * Is friendly, approachable, considerate and enthusiastic * Makes an effort to get on with everyone * Helps volunteers and colleagues when needed. * Listens to volunteers and colleagues when they face challenges. * Think about how volunteers and colleagues are feeling and show understanding. * Create connections with others by showing an interest in them * Approach problems from the other persons perspective. * Ask questions to understand * Validate how the other person is feeling | * Uses their own initiative * Willingly recommends ideas to improve things and grow the charity * Positively takes part in change and continuous improvement activities * Is open minded, positive and receptive to change * Challenges themselves to improve their own performance to deliver great things * Is able to say No in a diplomatic and understandable way that the customers, colleagues and volunteers understand. * Puts the customer, community and environment at the heart of everything we do * Anticipates current and future customer and community needs | * Treats all colleagues and volunteers as equals. * Takes steps to identify and prevent unconscious bias. * Ensure everyone is treated fairly in all day to day activities (recruitment, training, promotion, allocating work etc) * Ensure all communications are free of discriminatory and sexist language. * Be proactive - if you think any current processes and procedures are wrong work to get them changed. * Make yourself familiar with Share and Repairs equality and diversity policy |

| **Integrity**  We are open, honest and fair | **Resilience**  We take challenges and change in our stride | **Teamwork**  We are one team | **Trust**  We place trust in one another |
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| * Always tells the truth of what must be done in the best interests of the charity, employees and volunteers. * Respect others by seeking information, asking polite questions and give others the chance to speak and explain. * Take pride in their work and demonstrates enthusiasm and commitment by responding to what needs to be done. * Show responsibility by caring about the work they do for customers, community, volunteers and colleagues. * Keep promises by doing what has been agreed | * Challenges processes that generate waste or duplication of effort * Has a right first time approach * Understands core and target customers and makes strides to reach and please them. * Is a proactive and positive role model for change and spells out the benefits to the team and volunteers. * Looks for and identifies risks associated with new ideas. * Stays optimistic during challenging and uncertain times. | * Works together and is a positive member of a hardworking team. * Appreciates, and respects colleagues and volunteers and the work they do. * Understands their actions impact on the customer, colleague and volunteers. * Keeps things clear and simple * Knows how and when to escalate problems when they cant deal with them. * Communicates plans, priorities and expectations clearly and they are always delivered. * Creates a welcoming and hardworking place to be * Address conflict quickly, to create a healthy working environment * Leads by example | * Keeps promises and works hard to deliver the best results. * Has a positive approach and stays focused even when busy * Follows agreed processes and ways of doing things * Plans and organises own workload to make sure the job gets done in agreed timescales * Sees things through to the end * Proactively identifies and tells others if something will stop them completing tasks, managing expectations of others * Consistently recognises, acknowledges and rewards excellent performance and contribution of volunteers |