

Application Pack
SHOP & VOLUNTEER MANAGER



Closing Date: Tuesday 30th April 2024 at 12 noon

Address: Quaker Service, 541 Lisburn Road, Belfast, BT9 7GQ

Email: info@quakerservice.com for further information

Introduction



Thank you for your interest in joining Quaker Service. This vacant position of Shop & Volunteer Manager is an exciting opportunity to lead and develop an established charity shop on Belfast's busy Lisburn Road and we would very much welcome your application.

Quaker Service is a charity which provides support for all people in Northern Ireland going through difficult times. By working towards a community in which each individual is valued, their voice heard, and their need addressed, we play our part in reducing violence, suffering and disadvantage. Our work is often with those in society who are the most forgotten, unpopular, or sometimes viewed as "undeserving". Our concern is that justice, fairness, and opportunity are not experienced equally by everyone in our community, and to these ends we have been translating Quaker values of peace, equality, truth, and simplicity into action in Northern Ireland since the 1970s.

We are seeking an experienced individual to manage, oversee and develop our shop on the Lisburn Road in Belfast. The company was established in 1998 to raise funds for the charitable work of Quaker Service as well as to provide a service to the local community and provide opportunities for volunteering. The shop currently follows the traditional charity shop model and sells second-hand clothes and bric-a-brac, and has had reasonable success in online sales also. It is a company limited by guarantee, and currently has a Trustee Board of five members.

This pack includes information about Quaker Service, the job description and person specification for the post, and the salary scale and benefits of working for us.

If you would like to join our friendly team and you have a passion for making a difference, then we look forward to receiving your application.

Shane Whelehan
Chief Executive

About us

Whilst our work is entirely secular, our charity ethos is guided by founding Quaker beliefs and values; we recognise and embrace the equal worth, unique nature and potential for greatness in every individual, regardless of life choices or circumstances. You don't need to be a Quaker to work here, though you do need to find yourself in sympathy with our values noted below. Please visit www.quakerservice.com for a sense of our work and history – the site is currently going through redesign so if there is additional information that you require, please contact the office via email at info@quakerservice.com or telephone 02890 201 444. For further reading on the work and interests of Quakers in Ireland please visit <https://quakers-in-ireland.ie>

Value Statements

Our Purpose

Led by Quaker values, to provide services that give support and effect change.

Our Vision

A community in which each individual is valued, their voice heard, and their need addressed.

Our Values

All of our work is value-led - values which we hold in common with Quakers.

Because all human life is of equal worth, we hope to work creatively for **peace** and reconciliation. We seek to give voice where a need presents itself and to find creative ways of dealing with conflict by appealing to the capacity for understanding in ourselves and in others. We recognise the importance of human relationships for individuals, families, and communities. We believe that working in partnership with others to restore positive relationships is beneficial in bringing about reconciliation and can lead to change.

Our belief in **equality** inspires us to challenge those in power and to try to change systems that cause social injustice and hinder us from being a caring community. We aim to treat all people fairly and without judgement, respecting and accepting all, regardless of individual circumstances. We are true to the commitments we make and steadfast and compassionate in the support we provide. Clear sighted as to our purpose, we work quietly and with **integrity**.

As an organisation we seek to ensure that we are financially healthy, that we use our resources responsibly and that we work collaboratively to ensure the best outcomes for those we serve. Aware of our impact on the planet, we recognise our personal and collective role in promoting **sustainability** and of proactive environmental management.

Job Description and Personnel Specification

Title of Post:	Shop & Volunteer Manager
Grade of Post:	Scale 4 pt 7 to Scale 4 pt 11 - £24,294 - £25,979
Responsible to:	Social Enterprise Business Development Manager
Responsible for:	1 part-time retail assistant 20+ (part-time) volunteers
Location:	Quaker Care Charity Shop, 541 Lisburn Road, Belfast, BT9 7GQ.
Contract:	3-year contract, full-time (37.5 hours per week – Monday to Friday) subject to renewal depending on appraisal. Position also suitable for a job share on a 50/50 or 60/40 basis.

Job Purpose:

Quaker Care is the trading company of Quaker Service, and it currently operates one charity shop in Belfast on the Lisburn Road. Quaker Care provides 20+ volunteer opportunities and plays a key role as the face of Quaker Service and the work undertaken by teams across our various projects. All profits are covenanted to Quaker Service.

The manager will oversee all aspects of our charity shop management and be instrumental in the growth and development of the shop and our online business. Through strong leadership you will lead and empower a team of staff and volunteers to deliver high levels of customer service while offering support, direction and inspiration when needed. You will be responsible for the financial management of the shop and will be proactive in the overall strategic direction and development of the business and its people.

A significant part of the role involves the management of the volunteers who work in the shop during the week. We are keen to find the best candidates and will consider applications from those who are available to work and interested in a job share arrangement working a 50/50 or 60/40 split.

The post holder:

As member of the Quaker Service staff and volunteer community, you easily embrace the values that steer our day-to-day work, and you have a natural affinity for the causes we are committed to addressing. You work with energy to motivate and lead those around you in delivering your plans to drive income generation through both traditional and innovative retail and fundraising initiatives. You

embrace the involvement of our members, volunteers and supporters in delivering your goals, understanding their involvement is key to your success.

You are a people person. You make time to understand the skills, experiences and competencies within each of your colleagues, taking an active interest in engaging each of them in delivering your shared goals and targets. You are driven by success, drawing on the insights from your figures to continually drive financial returns, however the organisational needs and values will guide the direction and development of your work. The content and nature of your working life should be dictated by strong personal and organisational values.

Sales and Profit:

The management and development of the Quaker Care Charity Shop.

1. Develop an appropriate income/expense budget in collaboration with your line manager and team and be accountable for achieving it.
2. To effectively plan, prioritise, monitor, and review the shop performance to ensure success against aims and objectives as well as ensure that your team are aware of and engaged in the shop's financial performance.
3. Maintain an accurate account of the shops' financial position daily and across medium and long-term trading periods.
4. Foster a creative and entrepreneurial shop environment where team members seek to maximise income in new and innovative ways both within the shop and through a variety of channels, such as E-commerce and community events.
5. Ensure that all of Quaker Services financial procedures are adhered to and executed in a timely fashion by the shop team.
6. Maximise the shop's opening hours and ensure the shop is open and managed by the shop team in the manager's absence.
7. Empower the volunteer team to work collaboratively with others to generate additional income as well as ensuring they are commercially aware.
8. Maintain and sustain an online sales platform and help develop alternative e-commerce platforms.

Volunteer and staff management:

In addition to 1 part-time paid retail assistant and over 20 volunteers recruited from the local community, Quaker Care has partnerships with and provides volunteer opportunities for a range of individuals with diverse needs and backgrounds.

9. Recruit, induct and retain an inclusive and diverse volunteer team, which is large enough in numbers and capable to maximise the shop's income and profitability and guarantee the smooth running of the shop.
10. To maintain an up-to-date volunteer rota ensuring trading hours within our Lisburn Road shop are adhered to.
11. To supervise paid staff and be involved in their recruitment, training, development, and performance appraisal.

12. Ensure that ongoing training and development is provided for your team, drawing on the skills of volunteer team members.
13. Appropriately and consistently assess the skills and potential of the volunteer team and delegate accordingly.
14. Maintain an empowered, motivated, and engaged team.
15. Manage change and conflict, and process Quaker Services policies and procedures when dealing with problems at work.
16. Maintain excellent levels of communication for both the shop team and within the community, including regular shop team meetings and one to one meetings with volunteers.
17. Connect the volunteer team with Quaker Services work and help them to understand the value of their contribution.
18. To liaise with external agencies such as the Probation Board NI, Hydebank Wood College and others in placing volunteers, when appropriate, from these agencies.
19. Adhere to and uphold Quaker Services safeguarding policies supporting Vulnerable Adults and Young People.

Shop Floor

20. With the support of our members and supporters as well as the use of appropriate promotional materials, effectively attract, maintain and develop donors of goods.
21. Be accountable for sourcing sufficient levels of donated stock locally in collaboration with the shop team.
22. Set high standards of cleanliness, display and merchandising.
23. Responsible for the efficient maintenance of premises and drafting and expediting cyclical maintenance schedules.
24. Establish efficient stock processing systems (such as pricing, quality standards, consumer safety, stock density and culling stock), including backroom systems and processes and ensure these are adhered to by the volunteer team.
25. Ensure that all legal and Quaker Service internal regulations regarding donated stock are adhered to.
26. Make sure that all procedures for the sale of goods in line with our values, are followed by the volunteer team.
27. Inspire the team to provide a great customer and donor experience, which enables Quaker Service to attract new supporters every day. Ensure that feedback, including complaints is responded to within agreed timeframes.
28. Empower the team to create original, appropriate, and commercially successful visual merchandising displays, including shop windows.
29. Enable the team to promote seasonal and topical promotions.
30. Work with the senior management team to ensure the shop is in good condition, maximising its potential and is fit for purpose.
31. To ensure that goods not suitable for sale are re-used within the organisation or recycled appropriately.
32. Maintain an attractive retail environment and volunteer experience at all times.

33. To ensure that Quaker Service ethos and values are promoted and upheld in all aspects of the work and always support and maintain the image of the charity.

General Responsibilities and Duties:

1. Play an active role within the Quaker Service community by active participation in team planning days and other such events.
2. Contribute to team development by attending team meetings and training programmes as required.
3. Attend meetings of and present reports to the Quaker Care Management Board as required.
4. Produce written reports and evaluation of the work as required.
5. To always maintain confidentiality.
6. To carry out any other reasonable duties as required

Person Specification Shop Manager – Quaker Care

CATEGORY	ESSENTIAL	DESIRABLE
Experience/ Knowledge	<ul style="list-style-type: none"> • Strong, demonstrable experience working within the retail/service industry within the last five years with particular regard to: <ol style="list-style-type: none"> 1. Customer service/customer contact 2. Working in a team environment 3. Basic administration and electronic record keeping 4. Stock taking, analysis of sales figures / projections and subsequent planning. 5. A working knowledge of social media and online selling. 6. Experience in the production of basic reports, letters and other correspondence. 	<ul style="list-style-type: none"> • Staff supervisory and management experience • Volunteer management experience • An awareness of fashion and charity retail trends and how to relate these to Quaker Care. • Experience of small-scale event planning and delivery. • Previous personal or professional experience of online sales.
Competencies	<ul style="list-style-type: none"> • Competent in the use of computer systems to support your role (Microsoft Office, social media apps etc.) • Competent in production of articles/materials for website publication. • Able to handle cash and reconcile takings accurately, maintaining budgets through the completion of weekly record sheets. • Able to lead and inspire volunteers and influence your team, ensuring best practice through both leadership and training. • Strong communication skills • Able to take responsibility for own and team development and learning. • Able to plan, organise, prioritise, delegate, and manage a variety of work for volunteers. • Able to attract, recruit, train, develop and appraise staff and volunteers to fully participate in the daily activities and promotions of the shop and across your developed programmes. • Able to meet the needs of customers on a face to face basis, in order to generate sales. 	

	<ul style="list-style-type: none"> • Able to constructively deal with any situation which may give rise to conflict, taking account of the values that underpin the organisation. • Able to liaise with and respond appropriately to people from varying backgrounds. 	
Circumstances	<ul style="list-style-type: none"> • Able to work flexible agreed hours/days including occasional Saturdays/Bank Holidays. • Ability to carry out duties including frequent lifting of items of various sizes and weights. 	<ul style="list-style-type: none"> • Access to a telephone to provide out of hours cover.
Basis and Values	<ul style="list-style-type: none"> • In sympathy with the values that guide the work of Quaker Service. • Clear, demonstrable understanding of and ability to respect and work within the values of Quaker Service. • Able to work in a non-judgemental manner. • Committed to Quaker Service policy of equality of opportunity. 	

Pay & Benefits

SALARY: Scale 4 pt 7 to Scale 4 pt 11 - £24,294 - £25,979. Successful candidates will start at the lower rate. Following satisfactory annual appraisals, the postholder will climb one increment per year within the scale published. An annual cost of Living supplement, subject to successful NJC negotiations, may be applied in addition to incremental rises. Salaries are paid on the 25th of each month. Quaker Service is an accredited Real Living Wage employer.

LOCATION: The post-holder will work from 541 Lisburn Road, Belfast.

HOURS OF WORK: 37.5 hours per week (may include weekend and some evening work). TOIL model applies. The position is also suitable for a job share on a 50/50 or 60/40 basis

HOLIDAYS: 12 days statutory holidays plus 20 days annual leave per year.

PENSION SCHEME: Through auto-enrolment Quaker Service currently contributes 3% of your salary and you contribute 5% (under review). You have the option to opt-out or increase your contributions should you wish and to pay your contributions via salary sacrifice.

SICK PAY SCHEME

<u>Length of Continuous Service</u>	<u>Period of Entitlement during any 12-month period</u>
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At least 1 year but less than 4 years.
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2 months full pay followed by 2-months half pay

HEALTH SHIELD: All employees qualify for the company's health cash plan administered by Health Shield. We will cover the cost of the basic entry level for the staff member only. Staff have the option to increase to a higher cover level and to cover family members.

PARKING: Free parking is accessible most of the year subject to the timing of externally scheduled events.

Application Process

Applicants are invited to apply using the application form only, along with completing the equal opportunities monitoring form. If these forms are not available at the source of enquiry, they can be retrieved by emailing info@quakerservice.com.

CVs will not be accepted in lieu of a completed application form.