

Shop Team Leader – Job Description

Job Purpose:

The Shop Team Leader role offers an exciting opportunity to serve the community via our wonderful T.A.N.G.O. Community Project. In this role you will be responsible for your own team of volunteers, organising the shop staff rota and managing the shop, reporting to the Co-ordinator. T.A.N.G.O. Community Project is an amazing outreach ministry endorsed by St Mark's Church and the shop is a vital part of our ministry consisting of five main areas: Community Café, Clothes Shop, Furniture Warehouse, Food Pantry and Community Garden.

Job Requirements and Benefits:

Role title	Shop Team Leader
Location	T.A.N.G.O. Warehouse, Park Street, Haydock, WA11 0BG
Timings	16 hours per week, to be taken between 10am – 2pm Monday to Thursday
Contract	Permanent, with the provision of successfully completing a 6-month probationary period
Salary	Real Living Wage – currently £12.60 an hour. Subject to normal employee PAYE and NI deductions. The Employer will be responsible for normal deductions for employer PAYE/NI contributions.
Holidays	The holiday allowance is 6.8 weeks per annum (inclusive of Bank Holidays)
Notice Period	You are required to provide St. Mark's with four weeks' notice if you intend to resign from your employment. You are entitled to receive four weeks' notice during the first five years of employment and after that one week's notice for each subsequent completed year of service, up to a maximum of 12 weeks' notice.
DBS	Enhanced DBS Check Required
Location	T.A.N.G.O. Warehouse, Park Street.
Other Benefits	A pension scheme is available

Key Attributes

Essential

- A keen attitude and good work acumen, to support the vision of T.A.N.G.O. Community Project.
- Motivated, positive, and organised
- A polite, friendly, and approachable character
- The ability to prioritise competing demands on your time, combined with a flexible attitude to meet the changing demands of the role
- Strong interpersonal skills with the ability to respond tactfully, diplomatically and sensitively to the needs of the community
- A team player who can see what needs to be done and has the initiative and tenacity to implement as appropriate
- To respect and support that we are a Christian organisation, with a heart for the community
- Confident in using social media and other methods to reach out to the community

Desirable

- Experience in a retail setting
- Handling money accurately
- Understand the ministry and the importance of our outreach work that T.A.N.G.O. Community Project provides for the public
- A passionate disciple of Jesus
- A regular worshipping and active member of a Christian church
- A person with a keen eye for detail
- Full UK driving licence

Responsibilities

- 1) Direct the sorting of donated clothes, bedding and household goods
- 2) Preparation of clothes for sale
- 3) Pricing and labelling of goods, ensuring the price gun labels change colour monthly and the appropriate coloured label is on the monthly wall chart in the warehouse for continuity
- 4) Setting up clothes racks and displays
- 5) Stock rotation within the shop
- 6) Ensuring the sales counter is staffed during opening hours by managing the volunteer staff rota
- 7) Managing a team of volunteers
- 8) Working collaboratively with other charities/organisations to manage excess stock
- 9) Arranging cover for shop staff holidays

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- 10) Supervising and training vulnerable adults
 - 11) Ensuring all team members use good working practices and have safeguarding training before being in contact with children and vulnerable adults
 - 12) Training and supervision of new volunteers
 - 13) Setting up the till, cashing up the till accurately at the end of the day and securing takings in the safe
 - 14) Ensuring the clothes sorting room, shop, changing room and storage garage are clean and tidy and regularly monitored, to comply with Health and Safety Regulations
 - 15) Ensuring the staff kitchen is kept clean and tidy
 - 16) Ensure fire doors are always kept clear, and doors are not left wedged open overnight
 - 17) Ensuring customers do not enter the staff areas
 - 18) Report any issues to the T.A.N.G.O. Co-ordinator
 - 19) To be friendly and approachable, directing visitors to the right places and promoting other services we offer
 - 20) Keeping staff and customers informed via notices
 - 21) Ordering of any products needed (Sellotape, price tags, etc) via the T.A.N.G.O. Administrator
 - 22) Key holder, opening up / locking and securing the building
 - 23) Engaging with the customers and centre users, groups and group leaders
 - 24) To attend T.A.N.G.O. meetings
 - 25) To identify any personal development opportunities and report them to the T.A.N.G.O. Co-ordinator
 - 26) Attend any identified Training Courses relevant to the post, such as Safeguarding
 - 27) Any other duties that fall within the remit of the post
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