JON HAWKINS SURRY HILLS PHOTOGRAPHY

**Charity Shop Manager - Leek**

**Be part of a Wilder Future**

***Closing date: 9am on 9th June 2025***

***Interview date: 18th and 19th June 2025***

**Please note that due to the high volume of applications received by SWT, we reserve the right to withdraw this advert prior the closing date stated above.**

Please submit your completed application to [jobs@staffs-wildlife.org.uk](mailto:jobs@staffs-wildlife.org.uk) before the closing date.

**Join Our Movement**

We are the county’s leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. Our climate is in crisis and nature needs our help, but together we can make a difference.

**Our 50-year vision is for a thriving county with wildlife at its heart, which everyone enjoys, values and wants to play their part in protecting and improving.**

**Our mission is to ensure that:**

We protect and enhance the wildlife and wild places of Staffordshire and promote understanding, enjoyment and involvement in the natural world.

Working for Staffordshire Wildlife Trust, in any role, means you are part of our ambition to halt and reverse natures decline in Staffordshire and across the UK, and to get more people to take meaningful action for wildlife. Whether you work in IT, in our cafes, or out on our nature reserves you will be working with colleagues towards the common purpose of a county richer in wildlife.

CHRISTINE HARDING SWT

**Working for Us**

At Staffordshire Wildlife Trust we don’t just offer jobs – we offer careers. For our people, being part of the effort to address the climate and nature crisis makes working for us truly meaningful and rewarding.

As well as investing in our mission, we invest in our people and culture. We’re committed to creating an engaging, supportive and inclusive workplace for all and providing opportunities for development, training and growth. We also provide a range of benefits such as flexible working, an employee assistance programme and a wellbeing allowance.

Your journey in the Trust starts with your induction. Whatever role you're here to do, we'll explain what to expect, show you where to go, and make sure you understand your new environment before you get going.

You’ll get chance to see what others in your teams, and across the Trust are doing through job shadowing and team working. We have 45 other Wildlife Trusts, working passionately just like us, whose knowledge and experience you can also draw from.

**Learning and Development** - one size doesn’t fit all, we will work with you to identify where you and the organisation want to grow and develop and put together a personal plan that works for you, whether that’s on-the-job training, flexible e-learning, or one-to-one support.

If we need you to hold a qualification for your role, from either a legal or professional point of view, we’ll cover the cost of your membership fee where needed as part of your continuous professional development.

We believe work-life balance is important. We work 35 hours a week, and we believe a good work life balance makes for happier, healthier employees. We support flexible working wherever possible, and we are currently trialling a hybrid working model.

**We have a range of benefits that support you when working for us:**

* *10% Non-contributory Pension*
* *Employee Assistance Programme*
* *Life Assurance*
* *Salary Sacrifice schemes for cycle to work and Electric vehicles*
* *25 Days basic holiday allowance, plus bank holidays, and extra Christmas leave.*
* *15% discount in our cafes*
* *PPE and uniform provided as required.*

TERRY WHITTAKER 2020/VISION

**What We Stand For**

We are:

**Resourceful:** Making best use of what we have, and always alive to opportunities to do things better and more efficiently

**Passionate:** Making the case for valuing and protecting wildlife

**Pioneering:** Using new and innovative ways to achieve our vision helping us led by example

**Evidence** **Based:** Making our case on scientific-face and interpretation

**Welcoming:** Giving our members, our supporters, and the wider public the best service possible

**Professional:** Striving to be the best we can be in all that we do, seeking continuous improvement and benchmarking our performance

**Collaborative:** Working in partnerships between staff, volunteers, members, communities, landowners, businesses and many others to achieve our vision

**We’re Wild About Inclusion!** To us, this means inspiring, empowering and engaging people from all backgrounds, cultures, identities and abilities, to change the natural world for the better. It means creating workspaces where difference is celebrated, everyone can be themselves and flourish, just like nature

**Staffordshire Wildlife Trust are committed to keeping children and young people safe**, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies>

Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust.

**The Basics**

**Job Title:** Charity Shop Manager (Leek)

**Contract Type:** Permanent

**Hours:** 28-35 hours per week

**Pay Band:** £22,880.51 per annum, pro rata

**Work Location:** Leek Charity Shop, 36 Derby Street, Leek, ST13 5AB

**Who We’re Looking For**

We are looking for someone who can deliver the set up and day to day management of a Staffordshire Wildlife Trust charity shop

**What you will Deliver**

Key Tasks –

1. To take a lead in achieving the sales targets set for the shop, including recording financial data and volunteer management, whilst ensuring these are delivered to the highest standard of customer service.
2. To assist in obtaining adequate levels of high-quality donated goods and managing the processing of this stock through vibrant displays and window dressings.
3. To encourage donors to sign up to the Gift Aid scheme, understanding the importance of generating this additional income.
4. To undertake the recruitment, retention and training of shop volunteers to ensure the shop can open the agreed hours and operate to minimum standards.
5. To assist in the planning and implementation of internal and external sales promotions.
6. To raise awareness of the work of Staffordshire Wildlife Trust and be an ambassador for the Charity.
7. In order for the organisation to work effectively you may be required to assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager.
8. All staff are required to abide by organisational policies and procedures, and in particular policies and procedures relating to the charity shop operation.

**What we’re looking for**

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| **Personal Qualities** | |
| **Passionate and Energetic** | You will believe in our core purpose and be passionate about tackling the nature and climate crisis. |
| **Team focused and supportive** | You will be an excellent team player, working alongside colleagues across teams, volunteers and contractors. You will recognise strengths and weaknesses in your team and support your team to develop new skills. |
| **Ambitious and Achieving** | You will provide direction for your team and ensure your work delivers against our core strategic goals. You will energise and motivate your colleagues. |
| **Resource Efficient** | You will use resources wisely ensuring maximum benefits and minimal. |
| **Professionalism** | Always professional, on-message and on-brand – you will represent the Wildlife Trust and its values and mission at all times. |
| **Determination and Resilience** | You will have a can-do attitude and will take setbacks and feedback constructively. |
| **Problem Solving and Analysis** | You will relish a challenge and be analytical in your approach to solving problems. |

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| **Experience requirements** |
| Experience of management within a charity retail outlet |
| Excellent customer service skills, with experience of dealing with customer queries and complaints |
| Experience of banking and financial transactions, including till work |
| Knowledge of retail practices and procedures |
| Effective communications skills, verbal and written |
| Able to demonstrate knowledge of charity retail and gift aid |
| Able to demonstrate proficient IT skills (Word, Excel and email) |
| The ability to work well under pressure and able to prioritise a number of conflicting demands |
| A friendly, approachable and professional personality |
| Physical fitness for lifting bags of pre-loved clothes |
| Ability to excite and motivate others |
| Self-motivated with a flexible attitude |
| Able to work as part of a team |
| Maintains performance, professionalism and composure when under pressure |
| Proactive in the needs of the charity and seeking opportunities to add value |
| Weekend working will be required and therefore a flexible approach to working hours is essential |
| **Desirable requirements** |
| Full driving licence and access to a vehicle |
| Good numeracy and literacy skills |