

# Charity Shop Trustee Role Profile

## **Job Description**

Working closely alongside the Charity shop and Events manager to make sure that all sites are running efficiently. You will need to provide support to all retail managers and ensure that all shops are in working order. Maintain good communication with other trustees, report on the running of the shops and discuss financial information for all charity shops.

## **Main Tasks**

- Support the charity shop manager to run a network of charity shops in the local area and beyond, ensuring the required funding is secured on a monthly/yearly basis.
- Completing health & Safety checks and HR for the charity shops sites.
- To help manage and motivate the staff by providing guidance, feedback and coaching as required and manage performance through general feedback and regular meetings.
- Ensuring all staff are fulfilling their job role and responsibilities
- Support the charity shop manager with maintenance of the shops and ensuring all issues are reported to the landlord and resolved in a timely manner.
- Ensuring your team of staff and volunteers are able to work productively, effectively and to the standard required by the charity.
- Ensure that all shops are bringing in a £5k a month target from just shop sales
- Help with merchandising and window displays to ensure customers are welcomed into shops.

## **Other Attributes**

- A friendly personality
- Professional attitude and appearance
- A creative and proactive approach to all areas of work
- Commitment to delivering a high-quality service
- A strong work ethic
- Driving licence or in the process of taking lessons
- Dependable, responsible, punctual and completely reliable
- Compassion for animal welfare

Reporting line – Directly into other trustees.