

10 October 2017



**HARINGTON**

*learning to grow, growing to learn*

Dear Applicant,

**EMPLOYMENT ENQUIRY: Charity Shop Manager**

**CLOSING DATE: Monday 23<sup>rd</sup> October 2017 at 3pm**

Thank you for responding to our advertisement and the interest you have shown in working for the Harington Scheme.

Please find attached:-

- Application pack (containing job description with person specification, guidance notes for job applicants and frequently asked questions)
- **To apply please send a CV and covering letter to [jobs@harington.org.uk](mailto:jobs@harington.org.uk).**

We are only able to notify short listed candidates, therefore if you are not contacted within 28 days of the closing date, please assume that your application has been unsuccessful on this occasion.

Once again, thank you for the interest you have shown so far and we look forward to receiving your application.

Yours sincerely,

JOANNA BAXTER

SCHEME MANAGER

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Highgate  
London N6 5EH

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020 3457 7997

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No. 1467946

Registered office address  
as above

Registered charity no.279376

PATRON  
Joe Swift

Founded in 1980 by  
Dame Geraldine Aves, DBE

## **JOB DESCRIPTION**

JOB TITLE:	Charity Shop Manager
HOURS:	37.5 hours a week 9.15 a.m.- 5.45 p.m. including weekend duties or 30 hours per week 9.15 a.m.- 5.45 p.m.
SALARY:	£23,437 – £25,721
REPORTING TO:	Scheme Manager
LEAVE:	25 days annual leave per year

### **MAIN PURPOSE**

The Shop Manager is responsible for managing all aspects of running Harington's charity shop including: maximising shop sales and profits; attracting and processing stock donations; designing and implementing sales policies; recruiting, training and managing volunteers; and supervising Harington learners undertaking work experience at the shop.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### Sales, Donations and Profits

1. To achieve sales targets and maximise income through effective cost and stock control.
2. To initiate and manage market campaigns and sales promotions to increase sales and stock donations.
3. To maximise gift aid income from donated stock for eligible donors.
4. To promote the shop positively in the local community through initiatives such as stock appeals etc..
5. To ensure that pricing and product range remains competitive with other local charity shops.

#### Maintaining Effective Stock Management & Merchandising

1. To deliver a high standard of presentation throughout, windows and shop floor by applying suitable display, merchandising and window standards.
2. To design and implement systems for receiving, sorting, storing and pricing donated and bought in stock.
3. To maintain effective stock control and ensure that stock rotation is regularly monitored.
4. To maintain a high standard of housekeeping throughout.
5. Ensure that an efficient system is in place in the stockroom to optimize sales on the shop floor.
6. To ensure that Trading Standards, Consumer Rights and other legal requirements are met at all times.

#### Management and Training

1. To take day to day responsibility for managing and delegating work to staff, volunteers and Harington retail students ensuring satisfactory performance.

2. To recruit a strong and regular team of volunteers to support shop operation.
3. To provide adequate supervision and training to staff, volunteers and Harington retail students.
4. To lead and develop the team encouraging effective communication; team and individual setting objectives to improve performance and develop team members to develop their knowledge and skills and lead by example with a positive working attitude.
5. To give Harington retail students encouragement and feedback on their performance.

#### Working relationships

1. To ensure the shop is staffed at all times and emergency cover is provided when required.
2. To build and develop positive working relationships internally and externally.
3. To ensure that all relevant information and instructions are communicated staff using appropriate communication tools.
4. Attend meetings with the Scheme Manager, trustees and other staff as required.
5. To support the team to develop, produce, review and update training resources.

#### Health, Safety and Security

1. To provide a safe environment that protects all staff, volunteers, learners and the public.
2. To assume full responsibility for health, safety and security matters in respect of premises, staff and stock. Report any problems/incidents to the scheme manager.
3. Ensure manual handling guidelines are followed.
4. To ensure all electrical and equipment within the shop are well maintained and in good working order for safe use.
5. Being fully responsible for the maintenance of personal health and safety and the development of safe working practices.
6. To comply with and support the development of Harington policies and procedures.
7. To follow safeguarding policies and procedures.

#### Administration and IT

1. To ensure that all start and end of day banking procedures are carried out and that effective financial controls are in place.
2. To ensure all shop administration is completed to agreed deadlines.
3. To follow Gift Aid procedures.
4. To manage all paperwork and ensure that an effective filing system is maintained.
5. To provide regular reports to the Scheme Manager for monitoring purposes
6. To liaise with the landlord and their agents when necessary ensuring that the Scheme Manager is kept informed.

## PERSON SPECIFICATION

**ROLE:** Charity Shop Manager

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### ESSENTIAL CRITERIA

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- Experience or an interest in the Charity Retail sector
- Experience of managing a diverse team of employees or volunteers
- Experience of and willingness to work to sales and profit targets
- Good understanding of high street retail fashion
- Working knowledge of Health & Safety regulations and procedures.
- Good communication skills, with the ability to relay information clearly both orally and in writing
- Ability to lead by example and train staff effectively in all procedures
- Good IT skills, especially in the use of the Microsoft Office Suite for business purposes.
- Able to use own initiative and multi-task
- Commitment to safeguarding children and vulnerable adults and the ability to follow safeguarding procedures.
- Demonstrate strong commitment to equality and diversity.

### Desirable

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- Charity shop or retail management experience
- Experience of working with people with learning disabilities and/or difficulties.
- Experience of fundraising or marketing

**Please describe how you meet the essential criteria in your covering letter**



## **Introduction**

Staff selection at Harington is achieved by following a set of policies and written procedures that ensure consistency and fairness in recruiting the right person for each job. The selection panel shortlists all candidates for interview by producing a person specification for each job that contains the essential requirements for the post, and also the desirable qualities. Only applicants who can demonstrate that they have the essential requirements for the post will be called for interview. Desirable qualities may be used for making a decision, or for arranging training for the successful applicant on entry.

To apply please send an up-to-date CV that includes your full employment history; qualifications and education; and details of any other relevant skills and experience to [jobs@harington.org.uk](mailto:jobs@harington.org.uk). A covering letter should be attached outlining how you meet the person specification. Any applications received that are incomplete may not be accepted.

No applicants will be considered after 3pm on the day shown as the closing date for applications.

## **Interview**

Candidates should make every effort to be available for the time of the interview as it may not always be possible to reschedule the time. Candidates should prepare for interview by thinking about how their experience, skills and accomplishments are relevant to the post and think of any questions they may wish to ask. It may also be helpful to have a look at our website [www.harington.org.uk](http://www.harington.org.uk) or visit the charity shop at 270 Archway Road, London N6 5AU, which is currently open Tuesday to Saturday 10.30 am to 5.30 pm.

Depending on the seniority of the post, candidates may be asked to prepare a presentation and/or a task as part of the interview process. If this is the case you will be notified in advance when you are informed of the interview date and time.

Candidates will be interviewed by a panel of two to five people. Interviews last from 20 minutes to one hour, depending on the seniority of the post. All candidates are asked the same core questions (relevant to the post applied for), with supplementary questions asked by panel members as appropriate. There will also be an opportunity for the candidate to ask questions.

When answering questions, you should give the interview panel a full picture of how your experience and skills fit the post. If you cannot answer a question, please do not be nervous about saying that you do not know or need further explanation. Members of the panel will take notes during the interview.

**If you have any queries please call 0203 457 7997 or email: [info@harington.org.uk](mailto:info@harington.org.uk).**

## Frequently Asked Questions : Charity shop manager

### What is the Harington Scheme?

The Harington Scheme is charity that offers a unique learning programme for people, mainly young, with learning disabilities and/or difficulties to help them into employment, further education or a more rewarding life through appropriate learning opportunities. There is a focus on employability and most learning programmes aim to help learners to develop skills to take the next step toward employment or more independent living. Set up as a charity by the local community in 1980, the Scheme is situated in North London and attracts learners from all over the capital.

There are five strands to the training:

The **Vocational Training Scheme** aims to prepare people for work, find them employment and support them in their new jobs;

**Harington Charity shop** aims to allow learners access to real live work experience in retail to improve communication and awareness of customer interaction and confidence. The shop will help learners achieve their retail qualifications.

**Harington Gardeners** is an employment and training initiative offering a stepping-stone for those who cannot go straight into work;

The **Day Service** provision offers horticultural activity of a therapeutic nature to adults with a learning disability or mental health support needs;

**Foundation Skills** provision equips young people with the basic skills needed for employment, self-direction and personal development.

Every learner has an individual programme of activities to support their personal development and skill needs. The majority of learners are found a job or further training when they leave and the Scheme supports them and liaises with employers for as long as is needed.

### What range of learning difficulties/disabilities do you cater for?

Our learners are mainly young people aged 16-24 (85%) with a wide range of learning difficulties and disabilities.

These can be broken down as follows:

36% have moderate learning difficulties

19% have autistic spectrum disorders

10% Emotional / behavioural or mental health difficulty

19% have other specific disabilities e.g. epilepsy, visual/hearing impairment and physical disabilities.

3% have dyslexia or dyspraxia

8% severe learning disabilities

5% no disability

Our training benefits approx. 70 learners per year with 45-50 learners on programme at any given time. Our main learning programme is funded by the Education Funding Agency through Study Programme funding and 95% also receive High Needs Student funding from local authorities. The vast majority of learners attended special schools or were statemented at school and most do not have GCSE's.

### Why has Harington opened a charity shop?

The principle reason for opening the shop is to provide a realistic work environment for Harington retail learners to develop retail and customer service skills. In addition to this it is expected that the shop will eventually generate a surplus that will be used to support the work of the charity.

### What will be my main responsibilities working with the Harington retail students?

You will coach and train Harington retail students on all aspects of retail procedures within the shop, offering support and providing feedback regularly to the retail tutors. Where learners require additional support or intensive training in order to participate in work experience, this will be provided by learning support assistants who will work under your direction whilst at the shop.

As Shop Manager you will be responsible for the day-to-day management of the shop. You will ensure that it runs efficiently and that income targets are met. This will be balanced against the need to ensure that Harington learners are given work experience and training opportunities in the shop. In order to achieve this balance you will work closely with Harington teaching and learning support staff.

The work is very rewarding but also quite demanding as many of the young people that we work with require a lot of support, mentoring and coaching on a day to day basis with work routines, motivation and appropriate work behaviour, social contact, safety and dealing with personal problems. We have found that personal qualities such as patience, understanding, empathy, a sense of humour and a caring nature are essential in working with learners with learning difficulties as well as a supportive team approach.

#### **6. What is Safeguarding?**

Safeguarding is a term used to denote the duties and responsibilities that those providing a health, social or education service have to carry out/perform to protect individuals from harm. It applies to children (age 0-18 years) and adults. A more specific definition of safeguarding children is as follows: The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.

#### **7. Working at Harington**

We are a small, well established charity with a beautiful site in Highgate Village, North London. Over the years we have set ourselves high standards and expectations in delivering outcomes for our learners and this has led to the achievement of consistently good grades on inspection. The success of the Scheme is dependent upon staff working closely and flexibly, communicating well and supporting each other. We have a staff team of 31. There are 4 managers who manage the provision as well as undertaking some delivery and 24 frontline delivery staff (trainers and support staff). The work is very rewarding but also quite demanding as many learners require a lot of support not only with their learning but with daily routines, social contact, safety and dealing with personal problems. We have found that personal qualities such as patience, understanding, empathy, a sense of humour and a caring nature are essential in working with learners with learning difficulties as well as a supportive team approach.

If you have any other questions about the job please contact us on 0203 457 7997.