



JOB DESCRIPTION

Charity Store Manager

Location: USPCA Banbridge Charity Store

Reports to: Commercial Area Manger

Key Relationships: Director of Income and innovation, Commercial Area Manager, Team Members

Remuneration Package: £29,000 per annum, Pension Contribution.

Contract: Permanent, Full-Time

About the USPCA

The Ulster Society for the Prevention of Cruelty to Animals (USPCA) is Northern Ireland's leading animal welfare charity. For over 180 years, we have worked to protect animals, prevent cruelty, relieve suffering, and promote kindness across our communities.

We deliver vital services from rescuing and rehabilitating animals to tackling wildlife crime and educating the public. By joining our team, you will help ensure the delivery of high-quality commercial acumen and support the organisation's mission to improve animal welfare across Northern Ireland.

Role Purpose

The Charity Store Manager has overall responsibility for the day-to-day management and performance of their assigned store.

The post holder will ensure the store operates safely, efficiently and in line with USPCA standards, while working to achieve agreed income targets and maintaining a positive, supportive environment for staff, volunteers and customers.

The Charity Store Manager is expected to take ownership of operational matters within the store and use initiative and sound judgement to resolve issues at store level, escalating where appropriate.

Key Responsibilities

Commercial & Financial Performance

- To manage the store to achieve agreed sales, Gift Aid and KPI targets.
- To review performance regularly and take appropriate action to improve results where needed.
- To manage staffing hours within agreed budgets.
- To oversee store-level expenditure responsibly.
- To ensure accurate cash handling, banking and reconciliation procedures are followed.
- To investigate and report discrepancies in line with policy.

Store Operations

- To oversee the daily running of the store.
- To maintain high standards of merchandising, pricing and stock presentation.
- To ensure stock is processed, priced and displayed in accordance with USPCA guidelines.
- To manage stock rotation and recycling appropriately.
- To ensure the store remains clean, organised and welcoming.

People Leadership & Rotas

- To prepare and manage staff and volunteer rotas to ensure appropriate cover.
- To plan annual leave and manage short-term absences to maintain continuity.
- To recruit, induct, train and support volunteers.
- To provide day-to-day leadership and guidance to the store team.
- To address performance or conduct matters in line with policy, seeking support where required.

Health & Safety

- To act as the responsible person for Health & Safety within the store.
- To ensure the store operates in compliance with USPCA policies and relevant legislation.
- To carry out routine safety checks and maintain required records.
- To address and report hazards, incidents or concerns promptly.

Premises & Maintenance

- To monitor the condition of the store and equipment.
- To report and follow up on repair or maintenance issues.
- To ensure the premises remain safe, secure and suitable for trading.

Customer Experience

- To deliver high standards of customer service.
- To resolve complaints professionally and in line with USPCA policy.
- To promote a positive image of the USPCA at all times.

Wider Support

- To provide reasonable operational support to other USPCA stores when required, including short-term cover or support during new store openings.
- To participate in cross-store initiatives and training activities.

Operational Performance

- To make day-to-day decisions within agreed policies and budgets.
- To manage staffing and rotas within allocated hours.
- To take appropriate action to maintain trading standards and performance.

Governance & General Responsibilities

- To ensure compliance with regulations, health and safety, and data protection legislation.
- To maintain accurate records and ensure audit readiness.
- To uphold USPCA policies and procedures.
- To promote and uphold the USPCA's mission policies, procedures, and values.
- To maintain professionalism, high standards of professional conduct confidentiality, and integrity at all times.

- To undertake training as required.
- To take reasonable care for personal health and safety and that of colleagues, clients, volunteers and members of the public affected by the role.
- To deal with confidential and sensitive information appropriately and maintain professionalism in all internal and external interactions.
- To undertake additional duties where reasonably required within the scope of the role.

PERSON SPECIFICATION

Essential

Experience

- Minimum 2 years' experience in retail supervision or management.
- Experience managing people and rotas.
- Experience of cash handling and reconciliation.

Knowledge & Skills

- Strong organisational and communication skills.
- Ability to prioritise and manage workload effectively.

Qualities

- Committed to high standards of animal welfare and USPCA values.

Desirable

- Charity retail experience.
- Knowledge of Gift Aid processes.
- Experience of Health & Safety compliance in a retail environment.

Other Requirements

- Flexibility to work varied hours, including occasional evenings/weekends.
- Full UK driving licence with access to transport and willingness to travel.
- Commitment to continuous professional development and to the USPCA's mission and values.