

**CHARITY SHOP MANAGER  
PERSONAL SPECIFICATION**

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Experience</b>	<p>2-3 years experience in a retail environment (clothes and goods) as an Assistant Shop Manager or Shop Manager</p> <p>3 years experience in managing a team</p> <p>Experience of working with Volunteers</p> <p>GCSE level qualifications in Maths and English</p>	<p>Experience of working in the Charity sector</p> <p>Budgetary control experience</p> <p>'A' level qualifications</p>
<b>Skills and Abilities</b>	<p>Fully IT literate and competent in word processing, spreadsheet, report writing/presentation and electronic diary software.</p> <p>Good numeracy skills</p> <p>Excellent relationship building and interpersonal skills</p> <p>First class written and verbal communication skills</p> <p>Organised and disciplined in structuring work and documentation</p> <p>Ability to plan, prioritise and meet deadlines</p> <p>Good team player</p> <p>Ability to work in a culturally diverse and changing environment</p> <p>Self starter with drive</p> <p>Be willing to undertake any further training that may be seen as necessary to further your knowledge and to become more effective as an employee.</p>	

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Attitudes and Values</b>	<p>Committed to maintaining confidentiality</p> <p>Committed to Equal Opportunities</p> <p>Enthusiasm</p> <p>'Can do' attitude</p> <p>Have an empathy and understanding for homeless people, especially those who have complex needs.</p> <p>Have a non-judgemental attitude and be prepared to work with a client group who are often marginalised and excluded from other services.</p>	
<b>Personal Circumstances</b>	<p>Have the skills to work both on your own initiative and as part of a team, with the willingness to work unsociable hours including evenings, nights, weekends and bank holidays.</p> <p>Car owner / driver or have access to own transport</p> <p>Willing to travel occasionally</p>	