

**Job Title: CCA Home Furniture Shop Manager**

**Location: CCA Home, 70 Cardiff Road, 4 Barret Court, RG1 8ED**

**Salary: £13.83 per Hour**

**Days: 4 days per week**

**Responsible to: Line Manager**

**Responsible for: Shop Supervisor(s), Shop Volunteers and van crew**

**Purpose of the Role**

To develop and manage the furniture shop, its staff, and volunteers to maximise sales potential, both in-store and online. Ensure the effective and consistent delivery of CCA’s values, mission, and objectives, while creating an environment where relationships can flourish, ministry can take place, and customers experience a high standard of service. The Manager will oversee the day-to-day running of the store, furniture collections and deliveries, visual merchandising, and the development of online sales platforms.

**Key Responsibilities**

* Create an environment where people’s needs (practical, emotional, and spiritual) can be met.
* Play a full part in the Christian prayer life and witness of CCA (e.g., leading staff prayers, praying with members of the public when appropriate).
* Build links with the local community, agencies, charities, landlords and churches to encourage volunteering, prayer support, and community engagement.

**Retail & Shop Operations**

* Oversee the smooth running of the furniture shop, including safe storage, sorting, pricing, and display of goods.
* Lead and motivate staff and volunteers to deliver excellent customer service.
* Organise and coordinate furniture collections and deliveries.
* Maintain high standards of customer care, ensuring a positive image of CCA is upheld.
* Develop attractive and eye-catching displays and store layouts to maximise sales.
* Explore and trial new promotional and sales initiatives.
* Ensure compliance with all Health & Safety legislation and procedures.

**Online Sales**

* Manage and grow CCA’s online sales platforms (e.g., eBay, Facebook Marketplace, or other relevant channels).
* Photograph, list, and describe items accurately to maximise visibility and sales potential.
* Monitor online enquiries and ensure timely responses to potential buyers.
* Organise packaging, delivery, or collection of items sold online.
* Track online sales performance and report results to the line manager.

**Support Centre – Manage administrative duties**

* Ensure all orders are processed
* Communicate with clients or agencies to arrange delivery
* Liaise with Head of Operations/Support centre manager for any further actions
* Report any safeguarding concerns to the Safeguarding Lead

**Staff & Volunteers**

* Recruit, manage, train, and motivate paid staff and volunteers, ensuring appropriate support and supervision.
* Arrange staffing rotas to ensure adequate cover for shop operations, collections, and deliveries.
* Ensure staff and volunteers uphold Christian values and ethos in the workplace.
* Attend Managers’ Meetings and supervision sessions with the line manager.
* Provide cover in the absence of Shop Supervisors.

**Site Management & Administration**

* Ensure the shop is well maintained, developed to a high standard, and adequately secured.
* Carry out administration duties, including sales revenue recording, cash handling, and banking.
* Ensure compliance with CCA’s policies and processes (e.g., confidentiality, health and safety, financial procedures).
* Maintain effective working relationships with contractors, delivery partners, and other site occupants.
* Confidently use IT systems (Word, Excel, Outlook) for sales, scheduling, and communication.

**General / Other**

* Develop a thorough knowledge of CCA’s activities to handle enquiries.
* Attend training as required.
* Carry out any other reasonable duties necessary for the smooth running of the site.

**Person Specification**

**Essential**

* A commitment to working within a faith-based organisation and promoting Christian values and ethos as a leader.
* Empathy for those in need and ability to engage with people from diverse backgrounds facing adversity.
* Strong interpersonal skills with the ability to build relationships across the community.
* Experience in problem-solving and managing conflicting priorities.
* Ability to work both independently and as part of a team.
* Proven ability to motivate and manage others.
* Excellent organisational, time management, and forward-planning skills.
* Willingness to work flexibly to provide cover when needed.
* Confidence in numeracy and handling finances in a retail environment.
* Strong written and verbal communication skills.
* Competent in Microsoft Office (Word, Excel, Outlook).
* Comfortable using online sales platforms and digital tools.
* Physically fit and capable of performing required tasks.

**Desirable**

* Staff management experience.
* Retail experience, ideally in furniture or homewares.
* Visual merchandising skills with an eye for detail.
* Experience of managing online retail platforms.
* Listening skills and pastoral sensitivity.
* Experience working with people from a wide range of cultural and social backgrounds.

Site Manager Job Description to be reviewed periodically