

PERSON SPECIFICATION



Job title: Retail Support Manager

Department: Retail

Responsible to: Retail Business Manager

Grade: C1

Job Purpose

This is a hands-on, flexible role designed to support the smooth running and success of our retail estate across North Hampshire. You will be responsible for providing cover for shop managers during absences (including annual leave and regular days off), ensuring continuity of standards, sales, and service. When not required for store cover, you will assist at our Donation Centre and with our eCommerce team to help maximise income from donated goods.

Requirements	Essential	Desirable	Evidence
Education/ Qualifications	<ul style="list-style-type: none">• GCSE or equivalent in English and Maths	<ul style="list-style-type: none">• A Levels or Level 3 qualification in Retail or Business	Application / Certificates
Previous Experience	<ul style="list-style-type: none">• Experience in a retail management or supervisory role• Proven ability to lead, support and motivate volunteers and staff• Experience with cash handling and reconciliation	<ul style="list-style-type: none">• Experience in charity retail• Working across multiple sites or managing changing priorities• Understanding of Gift Aid processes	Application / CV / Interview / References

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Skills, Knowledge, Abilities	<ul style="list-style-type: none"> • Able to work independently and use own initiative • Excellent interpersonal and communication skills • Ability to plan, prioritise and manage time effectively • Organised, methodical and adaptable • Understanding of visual merchandising and stock rotation 	<ul style="list-style-type: none"> • Knowledge of charity retail KPIs • Awareness of current trends and practices in the retail sector 	Application / Interview
Attitude, Aptitudes & Personal Characteristics	<ul style="list-style-type: none"> • Flexible and responsive to short-notice changes • Team-oriented with a positive attitude • Physically fit to undertake manual handling tasks • Enthusiastic, self-motivated and proactive 	<ul style="list-style-type: none"> • Creative approach to problem solving • Confident and professional under pressure • Customer-focused, approachable and cheerful 	Interview / References
Other requirements (e.g., on-call/driving licence/shifts)	<ul style="list-style-type: none"> • Full UK driving licence • Access to a vehicle for travel to various sites • Ability to work 5 days per week, including alternate weekends and bank holidays as required 		Driving Licence / Interview

Reviewed by:	Colin Tanner Retail Business Manager	Date:	07-2025
Signed by employee:		Date:	