

June 2014

Dear Applicant,

Thank you for your interest in the position of **Store Manager** with vInspired. This is an exciting opportunity for an experienced and creative Store Manager to join us at launching of our very first store in Manchester. You will help shape our new store concept and be responsible for generating high quality stock to make our store an incredible success using your exceptional customer service skills and experience of visual merchandising. You will help us raise as much money as possible to help young people across the country make a difference in their community through volunteering.

vInspired is a dynamic, innovative charity, committed to helping young people build their confidence, skills and experience, while making a difference to the things they care about.

We run a diverse range of programmes, designed to inspire, motivate and support young people to do good things for their communities, whatever their interests and circumstances. Whether it is by giving their time with local community groups, using their creativity, energy and passion to set up their own social action projects, or joining mass national campaigns, we help young people tackle the issues they care about. In the past year, almost 10,000 young people have done great things for great causes through our programmes. A further 31,915 have used our online volunteering marketplace to find volunteering opportunities with almost 1,500 charities, or taken part in online campaigns with our Do Something UK programme. We have a reach of 845,866 across our vibrant online and social media communities.

We were launched in 2006 and have made big changes in the way that young people view volunteering and the way that charities value young volunteers. You will be joining us at an exciting period in our development, as we explore fresh ways to inspire young people and seek new, sustainable funding streams. Your contribution will be key in helping us to achieve sustainability and our mission to inspire more young people to discover the value of volunteering for themselves and others. Our first retail store will be at the forefront of a new and exciting phase for vInspired.

It is therefore crucial that everyone working in the Charity shares our commitment to developing skilled, caring and engaged young people, who feel they belong.

To find out more about us, and meet some of vInspired's young people and hear their stories visit us at <https://vinspired.com/about-vinspired>

To apply for the position of **Store Manager**, please:

- **Read** the job description and person specification (in this document)
- Make an application via **CV and cover letter** summarising your experience, skills, knowledge and understanding, linking to the requirements of this job, as set out in the person specification
- **Complete** the Equal Opportunities Recruitment Monitoring form (download separately)

CV and cover letter should be returned to **Stella Joshua, HR Manager** at **vInspired, 5<sup>th</sup> Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF** or by email to: [recruitment@vinspired.com](mailto:recruitment@vinspired.com) by **Sunday 20 July 2014 at the latest**.

Shortlisted candidates will be asked to attend interview on **Tuesday 29 or Wednesday 30 July 2014** in **Manchester**.

As a charity we endeavour to keep our costs to a minimum and therefore will only contact candidates selected for interview. If you have not heard from us within **14 days** of the closing date, please assume that on this occasion, you have not been successful.

Please note that it is not the Charity's practice to provide feedback to those candidates who are not shortlisted.

Thank you once again for your interest in vInspired. I wish you every success with your application.

Kind regards,

**Moira Swinbank**  
**Chief Executive, vInspired**

# vInspired jobspec

**Job title:** Store Manager

**Accountable to:** Retail Director

**Contract:** Initial One Year contract with the option to make permanent if successful (confirmation in post will only take place upon successful achievement of agreed targets)

**Start Date:** Latest Monday 1 September 2014

**Salary:** circa £20k per annum

**Shop Location:** Manchester

**Job Summary:** We are looking for an experienced, creative and energetic store manager to launch vInspired's first permanent store. As one of the leading youth charities, we like to think differently and be led by the young people we seek to support. You will have the opportunity to help shape the concept, launch the store and, generate high quality stock to make our store an incredible success using your experience of visual merchandising.

You must enjoy the excitement of a retail environment but most importantly, understand and appreciate young people and youth culture and have the ability to inspire those around you. You should have an interest in fashion retail, an understanding of the charity's missions, experience of running successful pop-up events and workshops, love making money, and love people.

This is your chance to make your mark in retail, and take charity shops to a different level and we are looking for a creative, enthusiastic, ambitious individual that can rise to a challenge and raise as much money as possible to help young people across the country make a difference in their community and create a community where they would want to shop and volunteer.

## **Specific Duties:**

- Recruit, train, manage and develop a volunteer-led shop team working within vInspired's values to maximise shop income.
- Provide excellent customer service to all customers, donors and supporters.
- Achieve annually set income and costs targets.
- Provide a safe working and shopping environment for everyone using the shop including the volunteers working in the shop.
- Ensure that stock is correctly judged, processed and priced according to shop standards.

- Generate and manage new and donated stock from national suppliers and the local community, ensuring that appropriate quantities and quality of stock is available to meet the expectations of the local customers.
- Ensure a high standard of visual merchandising and shop floor management, in accordance with agreed shop standards.
- Working with the local team, maximise the potential income from Gift Aid by following the shared national standards.
- Correctly price and promote any bought in goods in accordance with national guidelines.
- Ability to drive loyalty and frequency (e.g. through incentives, events, competitions, loyalty card etc.).
- Ensure that unsaleable textiles and all other excess waste and recyclables are disposed of in accordance with national standards.
- Ensure all products offered for sale are compliant with Trading Standards.
- Implement Retail finance policies and banking procedures as laid out in the Shop manual.
- Ensure the vInspired shop purchase policy is followed by all volunteers/shop team members.
- Produce a local store business plan in accordance with national guidelines.
- Create and lead on an agreed number of events to bring energy to the shop and drive sales alongside our volunteers by running successful pop-up events and workshops.
- Ensure the building and store equipment are well maintained, and any health and safety issues are reported to the line manager.
- Communicate frequently with the volunteers/shop team to keep them up to date with all business developments and shop plans.
- Pro-actively promote vInspired's core belief, values and mission to the volunteers/shop team and local community.
- Attend meetings and training courses/events when required.
- Manage and complete all required paperwork and reports as required by the line manager.
- Act in a manner that is in keeping with vInspired's values.
- Undertake any other duties as required and commensurate with the level of this post.
- Responsible for the day-to-day management of the shop in accordance with the Shop Manual ensuring set targets are met.

### **Skills and competencies:**

- A results focused manager with a drive to achieve results.
- Strong leadership qualities with the skills to recruit, train, develop and motivate the volunteers/shop team to meet business objectives, and ensuring necessary cover is maintained during the opening times of the shop, and extended when needed.

- The ability to manage a busy workload working in partnership with volunteer and staff colleagues.
- Knowledge and skill to maintain an environment safe from hazards and that complies with health and safety legislation and vInspired procedures.
- Ability to apply commercial sense. For example, to be able to use sales/space analysis, plan and monitor budgets, manage financial spreadsheets.
- Exploiting business resources – sourcing, valuing and merchandising.
- Ability to communicate vInspired's purpose effectively to staff, volunteers, and the public.
- Thinking skills and problem solving ability to ensure thorough planning, analysis and negotiation resolutions as appropriate.
- Flexible enough to spot opportunities and with the ability to generate new ideas.
- Ability to carry out simple IT processes and use standard software.
- A strong commercial awareness coupled with the experience and business acumen to reach agreed financial targets.
- Knowledge and/or experience of how to create and lead on successful events that will bring energy to the shop and drive sales.

### **Young people are at the heart of everything we do**

We believe that when young people are trusted to take responsibility they are more likely to be successful in bringing about the changes they want to see in the world. Our range of activities are supported by Youth Advisors who provide input to and involvement with our operations. The post holder will be expected to understand youth involvement – its benefits and barriers. They will appreciate the value of involving young people in their work and be an advocate for youth involvement for the organisation.

### **Confidentiality**

The postholder will have access to confidential information and is expected to ensure that the highest level of confidentiality is maintained at all times.

### **Safeguarding**

As part of our Recruitment and Selection procedures, vInspired undertakes criminal record checking of all individuals who regularly work with or have access to children and vulnerable adults. The postholder will be required to consent to undergo a Disclosure and Barring Service check.

# vInspired personspec

## Store Manager

Requirement	Essential	Desirable
Education	<ul style="list-style-type: none"> <li>• A level</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Experience in retail, fashion, events, or PR is essential</li> <li>• A team worker, achieving results from developing, supporting and motivating others</li> <li>• Experience of managing in a retail environment, and launching new stores</li> <li>• Supervising or people management including managing volunteers</li> <li>• Recruitment, retention, appraisal, employee relations</li> <li>• Running successful pop-up events and workshops</li> </ul>	<ul style="list-style-type: none"> <li>• A 'black book' of local contacts within fashion, music and media industry would be highly desirable and beneficial</li> </ul>
Skills & abilities	<ul style="list-style-type: none"> <li>• Able to illustrate an understanding of issues that result from working with volunteers</li> <li>• Able to drive sales and control costs</li> <li>• Able to demonstrate experience of stock control, cash handling and visual merchandising</li> <li>• Numerical skills; able to understand profit and loss information</li> <li>• Clear communicator</li> <li>• Self-motivated and able to show initiative</li> <li>• Able to work on own initiative</li> <li>• Able to create and lead on events</li> <li>• Ability to cope with competing and changing demands, organising and prioritising accordingly</li> </ul>	
Knowledge & understanding	<ul style="list-style-type: none"> <li>• IT literate (Excel, Word etc.)</li> <li>• Understanding the issues facing young people</li> <li>• Understanding of confidentiality</li> <li>• Understanding of equal opportunities and diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the voluntary sector</li> </ul>

Personal attributes	<ul style="list-style-type: none"><li>• Creative</li><li>• Able to initiate and maintain positive working relationships</li><li>• Able to work as part of a team</li><li>• Must be able to work under pressure and prioritise effectively</li><li>• A positive outlook, energetic and enthusiastic</li><li>• Polite, pleasant and able to get along with all sectors of the community</li><li>• Pro-active, self-starter and entrepreneurial approach to charity retailing</li><li>• Warm, friendly disposition. Natural charm</li><li>• Commitment to the Aims and Purposes of the charity</li></ul>	
Other	<ul style="list-style-type: none"><li>• Flexible and able to work weekends, Bank Holidays and additional hours, in addition to occasional relief cover at other shops</li><li>• Ability to lift and carry bags and boxes full of merchandise and to be physically able (this is a genuine occupational requirement of the role)</li></ul>	

## **Outline Terms and Conditions:**

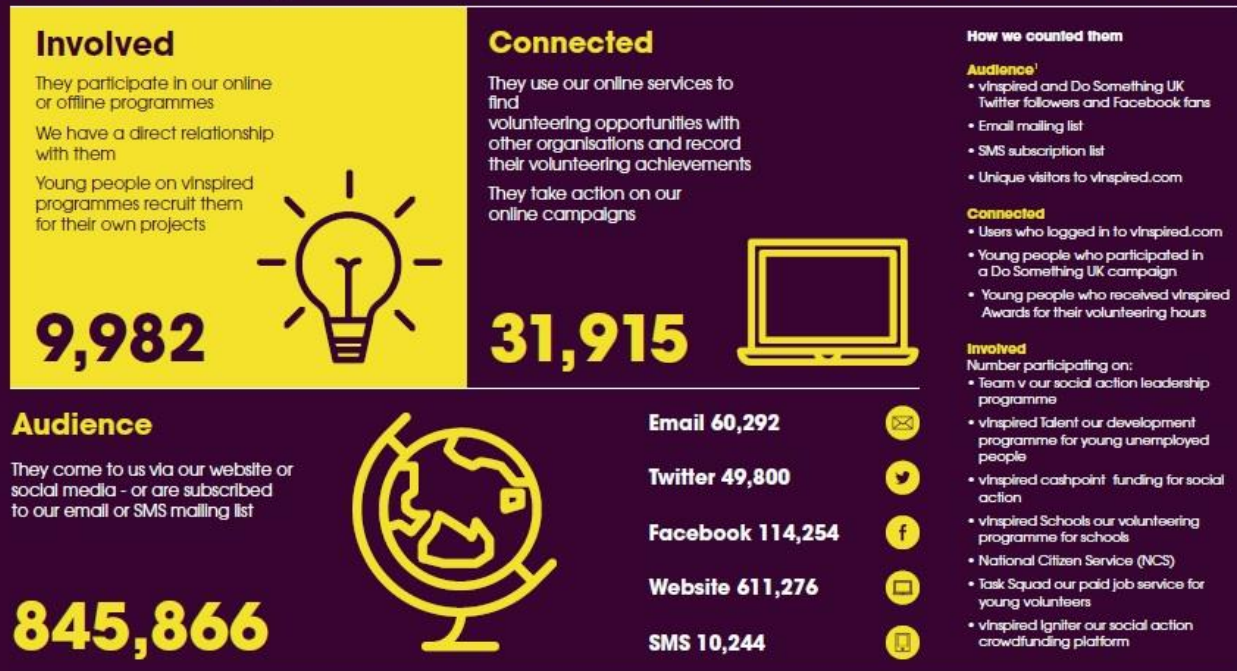
<b>Salary:</b>	circa £20K per annum
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	1 year contract, to be made permanent upon successful achievement of agreed targets
<b>Holiday:</b>	30 days' a year plus public holidays
<b>Pension:</b>	vInspired operates a Stakeholder pension scheme, into which it pays a contribution equivalent to 3% of basic salary
<b>Other benefits:</b>	Interest free travel loan; Enhanced Maternity, Paternity and Adoption Pay, Volunteering leave; Reimbursement of Professional Membership fee; Reimbursement of full cost of Eye Test; Child care voucher
<b>vInspired Head Office Location:</b>	5 <sup>th</sup> Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF



# The big picture

## What good did vInspired do?

### How many young people did vInspired reach from April 2013 - March 2014?\*



### Young people volunteered

**559,372**

More than half a million hours of volunteering were recorded

**21,319**

new young people registered on vInspired.com

**6,267**

young people campaigned on causes with Do Something UK



### Young people built new personal and professional networks

**88%**

of Team v graduates felt their networks had developed or strengthened



**82%**

of vInspired cashpoint recipients felt their networks had developed



### Young people felt connected to their communities

**87%**

of vInspired Talent graduates felt a part of their local community - versus 53% before the programme started



**93%**

of Team v graduates felt they had learned skills to make positive changes in their communities



### Young people made progress in their lives

**91%**

of vInspired Talent graduates felt confident in their ability to find paid work - versus 53% at the beginning of the programme

**90%**

of vInspired Talent graduates moved on to employment, education or training

**73%**

of Team v graduates felt more confident about getting the job they really wanted



\* It is not possible to accurately de-duplicate data for social media followers, email subscribers, website visits and SMS subscribers. Therefore, total numbers of followers and email recipients have been included, with acknowledgement that duplication is likely to have occurred. The minimum audience figure can be deduced from our highest single follower or subscriber group - i.e., 114,254 Facebook fans.

It is not possible to measure social media followers, email subscribers and SMS subscribers gained during a specified period (i.e. April 13 - March 14), therefore total cumulative numbers are included.

Registered Charity Number: 1113255