



Pip's Place
15 Union Street
St Helier
Jersey
JE2 3RF
Tel: 01534 880315
Email: admin@mindjersey.org

Job Title: Retail Manager

Hours per Week: 30h

Reports to: Executive Director (ED)

Salary: £15 - £20 per hour

Job Purpose

The Retail Manager is responsible for overseeing the operations of Mind Jersey's charity shop. The role is crucial in maximising income generation for the charity while delivering a positive retail experience. The post holder will lead and support a team of staff and volunteers, coordinate volunteer activities, and ensure the smooth running of the shop in line with organisational policies.

Duties and Responsibilities

Retail Management and Income Generation

- Lead day-to-day shop operations, ensuring efficiency, compliance, and high standards of customer service.
- Manage cash handling, stock control, and monitor shop performance to optimise income generation.
- Maintain a welcoming, well-organised shopping environment that encourages customer engagement.
- Design and implement effective shop layout and merchandising strategies.

Volunteer Coordination and Support

- Recruit, induct, train, and manage volunteers and staff, fostering a motivated and collaborative team.
- Maintain accurate records of volunteer activity and ensure compliance with Mind Jersey's policies, including safeguarding standards.
- Provide ongoing support to volunteers, ensuring clarity of roles, responsibilities, and expectations.



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Community Engagement

- Represent Mind Jersey positively within the local community, promoting the shop and raising awareness of the charity's mission.
- Build and maintain strong relationships with customers, volunteers, and local partners.

Workload and Team Management

- Prioritise daily tasks and ongoing projects to meet deadlines while maintaining quality standards.
- Serve as the primary point of contact for staff, volunteers, and clients regarding logistical or operational queries.

Personal Development

- Engage in all mandatory training and actively manage personal well-being.
- Maintain professional growth to ensure ongoing effectiveness in the role.

Other Duties

- Provide leadership and support across retail and volunteer functions.
- Positively represent Mind Jersey in all interactions, upholding organisational values and policies.
- Undertake other relevant duties as required to support the shop and volunteer services.

Qualifications and Experience

- Proven experience in retail management, including cash handling, stock control, and delivering excellent customer service.
- Experience in recruiting, training, and leading staff and volunteers.
- Familiarity with mental health or therapeutic support environments is desirable.
- Strong IT skills for managing sales, stock, and performance reporting.



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- Excellent interpersonal and community engagement skills to promote Mind Jersey's mission.

Job Context

Mind Jersey is a local charity committed to supporting people with mental health challenges to live full, active lives and make informed decisions. We campaign for greater public understanding of mental illness, collaborate with statutory services, and influence decisions and policies that improve mental health support. Mind Jersey envisions a society that promotes mental health, treats people with mental illness fairly, and values their lived experiences.