

Welcome to The Benjamin Foundation



The Benjamin Foundation



Thank you for your interest in joining The Benjamin Foundation staff team

If you have any questions regarding this vacancy, please contact our HR Department by email at recruitment@benjaminfoundation.co.uk or on 07881 012553.



About us

For over 25 years' children, young people and families across Norfolk and Suffolk have been supported by The Benjamin Foundation to overcome big challenges in their lives.

Each night we accommodate 100 vulnerable young people, equating to over 40,000 safe nights sleep a year for local young people. They can finally feel safe from youth homelessness. We are proud to be the regional partner for the End Youth Homelessness campaign.

Each week 150 young people access our emotional wellbeing support. In the last year this equates to 7,500 emotional wellbeing support sessions improving their mental health, increasing their self-esteem and to finally feel understood.

Each year over 250 young people attended our youth work in the community to gain new life skills, expand their horizons and finally feel confident

Overall 2,000 local children and young people every year finally feel hopeful of a better future because of the work of The Benjamin Foundation.

The Benjamin Foundation are deeply connected to the local community, employing over 220 people in Norfolk and Suffolk

For more information about The Benjamin Foundation visit www.benjaminfoundation.co.uk



Manager – Lowestoft Furniture & Electrical Store

£25,626.51 per annum, £13.23 per hour

37.25 hours per week

Includes some weekends & bank holidays on a rota basis

**Plus Employee Pension Scheme, Generous Annual Leave Entitlement,
Discretionary Company Sick Pay, Employee Assistance Programme & other
benefits**

We are looking to recruit a Retail Manager for our new Lowestoft Furniture & Electrical Store in Lowestoft. This shop raises money for the work of The Benjamin Foundation supporting children, young people and families in Norfolk and Suffolk.

You will be responsible for the day-to-day running of the Lowestoft store involved from the set-up of the new store alongside the BSE Operations Manager. You will manage the day-to-day running of the shop to meet customer needs, environmental/economic targets and manage the team of staff and volunteers. A driving licence is essential.

You will have experience of working in retail and in a customer facing environment, be committed to providing excellent customer service and an interest in Re-Use.

The Benjamin Foundation embeds the Nurtured Heart Approach[®] which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive.

To apply, visit <http://benjaminfoundation.co.uk/vacancies>

OR email recruitment@benjaminfoundation.co.uk

Closing Date: Monday March 11th 2024

Interview Date: TBC

Lowestoft Furniture & Electrical Store - Manager Job description

Job title:	Store Manager
Employer:	Ben's Social Enterprises
Location:	Lowestoft
Contract:	Full Time - Permanent
Salary:	£23,127.78 per year
Hours of work:	37.25 per week
Department:	Lowestoft
Reporting to:	BSE Operations Manager

Job purpose

The role will be employed by Ben's Social Enterprises Ltd, a trading company of The Benjamin Foundation, and line managed by the BSE Operations Manager. The successful candidate will be expected to lead and work closely and positively with other members of the staff team/volunteers and with staff from other agencies to successfully carry out the remit of the role.

You will be responsible for the day-to-day running of the Lowestoft Store, involved from the set-up of the new store alongside the BSE Operations Manager. You are expected to ensure the efficient and effective running of the social enterprise and to deliver against all economic, social and environmental targets.

Main duties

Economic

- To ensure the store runs at a profit and maximise income achieved from retail sales
- To maximise gift aid income and ensure targets are met
- To ensure that efficiencies and business opportunities are identified and maintained
- To use all aspects of the EPOS system to monitor and identify areas where further income can be generated.

Social

- To ensure customers using voucher schemes are able to access the goods

required

- To offer, as and when appropriate, employment and volunteer places for individuals from vulnerable client groups
- To provide a destination where people can find out more about The Benjamin Foundation and the work they do in the local area

Environmental

- To actively promote re-use and prevent furniture and white goods from entering the waste stream.

Service Delivery

- To ensure the store provides a service meeting the needs of its customers
- To identify new business (both supply and demand) and sales opportunities to ensure business potential is maximised
- To regularly review store policies and procedures to ensure optimum service delivery
- To actively seek new opportunities in the local area
- To sort, clean and repair donated items
- Ability to assist in the lifting and carrying of furniture and other items
- To make appropriate decisions to ensure the quality and quantity of donations is maintained
- Effectively manage and balance resources to ensure commitments are achievable and are met.
- To work with other departments of The Benjamin Foundation & Ben's Social Enterprises Ltd to identify areas of improvement and joint working: fundraising, marketing, advertising etc.
- To develop the use of online marketing and social networking and working with other branches to optimize use.
- To develop the e-commerce side of the operation
- Through effective leadership ensure the staff team of the store are motivated and have the required training and skills to fulfil roles
- To perform regular appraisal and monitor staff's performance
- To identify and implement effective systems for succession planning of staff – recruitment of volunteers etc.
- To liaise and maintain positive working relationships with The Benjamin Foundation staff and external agencies
- To take responsibility for all Health and Safety issues in the workplace and report any issues in a timely manner

- To be confident driving a large vehicle in the absence of the van driver

Communication and Interpersonal Skills

- To present a positive and professional image when dealing with staff, customers and potential customers
- To present accurate and timely reports for BSE operations manager, Ben's Social Enterprises Ltd, The Benjamin Foundation, Probation Service.
- Regular attendance at Ben's Social Enterprise management meetings
- To conduct and record personal review sessions with staff
- To respond to any customer complaints with tact and diplomacy within agreed timescales in accordance with the Complaints Policy • Effective media liaison and promotion of the store

Internal Processes and Systems

- Overall responsibility for all financial procedures and systems
- To monitor and have a good understanding of store performance using an epos system
- To supervise and ensure that all policies and procedures are being properly implemented and delivered by staff teams
- Through regular supervision of staff ensure compliance in relation to legislative requirements – PAT testing, Trading Standards, and H&S

General

- To maintain key relationships to high standards at all times
- To undertake personal development and attend any relevant training
- To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

The Benjamin Foundation fully embeds the Nurtured Heart Approach® in all that it does and staff will adopt this approach as part of their practice.

The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.

This post is subject to a full and satisfactory DBS disclosure.

Name of Job Holder:

Signed Job Holder:

Date:

Name of Line Manager:

Signed Line Manager:

Date:

Retail Manager - Person Specification

Criteria	Details	Essential	Desirable	Assessed
Experience	Experience of working in a customer facing environment	•		Application Form Interview
	Experience of working in the retail sector	•		Application Form Interview
	Experience of managing / supervising a team of staff	•		Application Form Interview
	Experience managing volunteers, including vulnerable people		•	Application Form Interview
Knowledge & Skills	Knowledge and confidence using Excel, Word, Outlook etc	•		Application Form Interview
	Experience of project development		•	Application Form Interview
	Experience of using EPOS systems		•	Application form Interview
	Knowledge of Gift Aid		•	
	Basic knowledge of furniture and furniture repair/restoration		•	Interview
	An interest in the nature and aims of Social Enterprises and the Voluntary Sector	•		Application Interview

	Knowledge of King's Lynn and surrounding area	•		
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	PAT testing qualification or willingness to undertake training	•		
Personal Qualities	A determination to provide a high quality of service	•		Interview
	The ability to work effectively alone or in a team	•		Interview
	Commitment to the service	•		Interview
	Hard working and flexible	•		Interview
	Full clean driving licence	•		
	To be able to drive large vehicles up to 3.5 tonnes		•	Interview Application
	The ability to work to ensure the safety of team members and customers	•		Interview
	The ability to deal positively with challenging customers and complaints	•		Interview

	The personality and ability to relate to customers from a range of backgrounds	•		Interview
	An ability to communicate clearly and effectively via telephone and face to face, dealing with a range of issues	•		Interview
	Being able to confidently make decisions regarding day to day matters working within clear guidelines	•		Interview
Additional	The willingness to contribute to the wider Benjamin Foundation success story	•		Interview
	An interest in the long-term development of the store working within detailed work plans and objectives	•		Interview
	A willingness to undertake training appropriate to the post	•		Application Form Interview
	In general good health and free from any medical condition that will prevent them carrying out the full remit of the role	•		Application Form Interview Medical if required

