



BLYTHSWOOD JOB DESCRIPTION and PERSON SPECIFICATION

1. JOB IDENTIFICATION

Job Title: Missional Shop Manager

Reports to: Head of Retail UK

Place of Work: Carrickfergus, Northern Ireland

2. JOB PURPOSE

To actively support and promote Blythswood's Christian ethos through practical service, prayerful presence, and local outreach whilst managing the day-to-day operations of the charity shop.

3. ORGANISATIONAL POSITION



4. BLYTHSWOOD'S VISION AND MISSION

Our Vision

To see people's lives being changed for good and forever as they are released from poverty, trauma and exploitation, and receive eternal life through the saving power of Jesus Christ.

Our Mission

To show God's love, and offer the compassion, relief and hope that can change lives for good and forever.

- We bring good into times of crisis and extreme poverty through acts of kindness and the provision of immediate relief.
- We help people to change their longer-term futures for good through education and rehabilitation.
- In all our work, we seek to tell people of God's love in sending his only Son, Jesus, so that those who believe in him might not perish but have everlasting life (John 3:16). This is the good news that can change lives forever.

We believe we can have the greatest impact for good by reaching out to people who are experiencing the greatest disadvantage. Working with local partners who understand the needs of their communities, we have opportunities to serve people in parts of Eastern Europe, Asia and Africa.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Christian Witness & Outreach

1. Foster a shop environment that reflects Christian values such as compassion, kindness, integrity, patience, and service.
2. Intentionally facilitate prayer in the shop, creating regular opportunities for staff, volunteers, and customers to engage.
3. Share the Christian message through literature, media, and personal conversation, in a loving and respectful manner.
4. Maintain a welcoming area in the shop for free Christian literature and prayer resources.
5. Build relationships with local churches, Christian organisations, and community groups to support missional outreach.
6. Engage in meaningful conversations with customers and donors about Blythswood's Christian ethos and activities, offering prayer or resources where appropriate.
7. Signpost individuals to Christian events, churches, or other services.
8. Represent and promote Blythswood's Christian values and initiatives within the shop and wider community.

Retail Management

9. Lead the overall running of the shop, ensuring a high standard of customer service, safety, and presentation.
10. Manage opening/closing, cash handling, stock security, good housekeeping and compliance with Health & Safety regulations and attend required training or meetings.
11. Oversee the intake, sorting, pricing, and display of donated goods to maximise sales while maintaining quality standards and minimise waste through efficient recycling and stock returns to depot.
12. Ensure Gift Aid processes are fully implemented and compliant.
13. Support authorised in-store fundraising campaigns and promote Blythswood's wider charitable aims.
14. Recruit, train, and support shop staff and volunteers, fostering a positive team environment.
15. Monitor and report shop performance and seek ways to improve income and impact.
16. Be willing to work in other Blythswood shops as needed.

Health & Safety – Maintain a safe working environment. Report hazards, incidents, and maintenance issues, liaising with the Health & Safety Officer as required

Safeguarding - Promote safeguarding best practice and report any concerns in accordance with Blythswood's safeguarding procedures.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your changing role within the organisation and the overall business objectives of the organisation.

6. COMMUNICATIONS AND RELATIONSHIPS

Within the Organisation

- Head of Retail UK
- Retail colleagues and volunteers
- Van drivers
- Administration and Finance staff

Out-with the Organisation

- Customers and donors
- Churches and community organisations
- Contractors and external agencies

7. PERSON SPECIFICATION

QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential	1. This role has an Occupational Requirement in line with Schedule 9 of the Equality Act 2010. The post holder should have a genuine and active Christian faith and church commitment and fully subscribe to the charity's Statement of Faith.
Preferred	<ol style="list-style-type: none">1. Supervisory or managerial retail experience.2. Knowledge of the Gift Aid Scheme.3. Experience in pricing, sorting and displaying donated goods.4. Experience of working or volunteering in a charity shop.5. Previous key holder responsibilities.6. Computer skills.

OTHER REQUIREMENTS

1. Embody and promote the values upheld by Blythswood Care.
2. Ability to inspire, motivate and lead a team.
3. Strong communication and interpersonal skills.
4. Ability to remain calm and focussed under pressure.
5. Progressive attitude to learning and an ongoing willingness to adapt and change in line with the evolving nature of the organisation.
6. Commitment to safeguarding and willingness to undergo relevant checks.

Blythswood reserves the right to shortlist on the essential criteria only or on the essential and preferred criteria as identified in the Person Specification as may be appropriate.

8. JOB DESCRIPTION ACCEPTANCE AND AGREEMENT

I confirm that I have read and understood this job description and agree that it accurately reflects the responsibilities and expectations of my role at the date of signing.

All Job Descriptions are subject to review on an annual basis or as a result of

- a change of strategic management
- changing team/operational requirements
- agreed staff development and appraisal needs and objectives

Job Holder's Name (please print):

.....

Job Holder's Signature:

.....

Date:

.....

Manager's Name (please print):

.....

Manager's Signature:

.....

Date:

.....