



Job Advert - Hedge End Shop Manager

Responsible to: Retail Operations Manager

Salary: Competitive pay

Hours: 22.5 hours a week, including occasional Saturday work

Term: Permanent

Job Summary

CRY (www.cry.org.uk) is an international Christian children's charity empowering children to rise beyond poverty. Our shops are at the heart of our fundraising, supporting life-changing work across the globe.

We're looking for a Shop Manager to lead our Hedge End shop. You'll manage staff and volunteers, drive sales, maintain high retail standards, and create a welcoming space for our customers and donors. If you have retail leadership experience, a passion for helping people, and want to make a real difference, this is the role for you.

What You'll Do

- Lead day-to-day shop operations, ensuring excellent standards and a welcoming environment
- Recruit, train, and motivate volunteers and paid staff
- Manage stock, merchandising, pricing, and donation processing
- Deliver outstanding customer service and handle complaints professionally
- Monitor financial performance, meet income targets, and manage cashing-up procedures
- Ensure compliance with health & safety, safeguarding, and all organisational policies
- Create a positive, inclusive, and supportive team culture

What We're Looking For

- Strong leadership and people-management skills
- Experience in retail or charity shop management
- Excellent communication, customer service, and organisational skills
- Confidence with cash handling, till systems, and basic IT
- Positive, proactive, and solution-focused approach
- Commitment to CRY's mission and values
- Knowledge of Gift Aid, merchandising, or working with volunteers is a plus

What We Offer

- Work for a meaningful cause in a supportive, collaborative environment
- 22 days holiday plus bank holidays (pro rata) + your birthday off
- Pension scheme and training opportunities
- Staff discount in shops

Apply Now

To lead a shop that makes a real difference, email hr@cry.org.uk for an application form. The closing date for receipt of applications is midnight on **Friday, 27th March 2026**.

CRY is committed to diversity and inclusion and welcomes applications from all candidates with the right to work in the UK.