



Job description and employee specification

Job title:	Re-Use Shop Manager	Location:	Hempsted HRC
Reports to:	Operations Manager – Dave Jones	Working hours:	37 hours per week, 5 days shift pattern to include weekends.
Job number:	TBC	Salary grade:	Grade F £34,434 – £35,412 + 5% shift allowance on top
Supervises:	Assistant Shop Manager & Re-Use Monitor		
Main purpose of the job:	To manage and operate an efficient Re-Use Shop at Hempsted Household Recycling Centre (HRC). The role focuses on promoting sustainable consumption by diverting waste from incineration through the resale of donated goods, whilst championing the shop's objectives. Responsibilities include managing staff and volunteers, ensuring compliance with health, safety, and financial policies, and delivering excellent customer service to drive business growth, maximise revenue, and enhance customer satisfaction in line with the overall business strategy.		
Key duties and responsibilities:	This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes. This is what we need you to do: • Manage the day to day running of the shop, • line management and training of a small team. • Liaise with the Operations Manager and other key contacts regarding day-to-day activities and responsibilities for the site. • Set and maintain staffing rota to ensure shop is adequately staffed and operational during opening hours. • Explore ways to optimise sales including online and grow the Re-Use Shop, with a view to the shop covering operational costs and generating revenue. • Identify categories of products to be sold in the shop, identify best-selling categories. • Research, appraise, and price donated items effectively, utilising online and local market knowledge to ensure correct valuation. • Review stock identified as suitable saleable items for the Shop, in accordance with all relevant legislation and company policies and procedures. • Prepare, price & display items ensuring the highest possible resale value of donated stock. • Create engaging, creative merchandising and displays • Ensure knowledge of consumer rights is up to date and applied accordingly. • Manage the processing of items, including checking and testing where applicable • Follow agreed cash handling and card transactions process and procedures • Oversee stock control and rotation of incoming and outgoing products, arranging collections, regularly updating and replacing stock and monitoring sales. • Develop good channels of communication with other charity shops, to maintain awareness, adjusting sales strategy as appropriate, moving more items up the waste hierarchy		



	• Report repairs and maintenance of the premises and ensure adequate security. • Follow Ubico Policy and Procedures, particularly health and safety and financial to ensure the shop is safe for all staff and visitors. • Reporting to the Operations Manager regarding progress, training & KPIs. • To be engaged with promoting the waste hierarchy, reuse in general and the wider work of Ubico All employees of Ubico are also expected to: • Work to add value to, and be a valued member of, the team and to be valued by customers. • Comply with the organisation's health and safety policies and safe systems of working. • Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation. • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation. • Be committed to and demonstrate the values of the organisation which are to: Deliver quality – what we do, we do well. • Be safe – look out for yourself and others. • Do the right thing – make good decisions and treat people with respect. • Care for our environment – protect where we live and work. Strive to be cleaner and greener. • Work together – communicate well and help each other.
Essential requirements - qualifications, skills, abilities, knowledge and experience:	Qualifications • Full driving licence to be able to drive a range of company vehicles up to and including 3.5 tonnes gross weight • GCSEs (A-Cs or equivalent, including Maths and English) Knowledge and experience • Previous experience of managing a team • Experience of delivering excellent customer service in a retail environment • Previous experience of working in retail / re-use shop - Desirable • Good Health & Safety awareness, ability to identify potential risks • Good knowledge of Consumer Rights Act. • Good working knowledge of using Microsoft word and excel • Experience of producing reports • Finance / budget experience Skills and abilities • Can demonstrate good leadership skills, ability to motivate and develop others • Ability to lift and move goods in line with H & S guidelines • Ability to use initiative and work with minimal supervision. • Good level of written and verbal communication skills. • Good organisational skills, able to prioritise to meets tight deadlines and KPIs • Ability to demonstrate and embed equality, diversity and inclusion in all work • Flexible approach to working hours



	• Ability to be hands on and work in collaboration with the team and other colleagues. • Good interpersonal skills – able to build relationships and manage conflict. • Able to drive a vehicle up to 3.5 tonnes gross weight	
Desirable requirements - qualifications, skills, abilities and experience:	• Any continuous professional development (CPD) training relevant to the position • Pat testing qualification – or willing and able to attain qualification – essential	
Special conditions:	• In the future, there may be a requirement for collections from other sites in line with the business needs using company vehicles. • Able to work shifts, which includes weekends	
Date created:	August 2026	
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Created/reviewed by:	Name: Alison Criddle	Job title: HR Business Partner

