



Friends of Citizens Advice Guernsey

Charity Shop Assistant Manager – Role Description

Job Title: Charity Shop Assistant Manager

Location: Citizens Advice Guernsey Charity Shop, Mont Arrive

Reports to: Charity Shop Manager

Hours: 18 -24 hours per week dependent on holiday cover

Salary: “dependent on experience”

Purpose of the Role

To assist in managing the day-to-day operations of the Citizens Advice Guernsey Charity Shop, ensuring it runs efficiently and profitably. The shop exists to raise vital funds to support the work of Citizens Advice Guernsey in providing free, confidential, and impartial advice to the community.

Key Responsibilities

Operational Management

- Assist in the daily running of the shop, ensuring a welcoming and professional environment.
- Maintain high standards of customer service and shop presentation.
- Manage stock donations, sorting, pricing, and merchandising.
- Monitor and report on shop performance, including sales and expenses.

Team Leadership

- Provide training and guidance to ensure staff and volunteers are confident in their roles.
- Foster a positive and inclusive team culture.

Financial Oversight

- Maintain records of sales, donations, and expenses.

Compliance and Safety

- Ensure the shop complies with health and safety regulations.
- Maintain safeguarding standards and data protection policies.
- Report any incidents or concerns promptly.

Community Engagement & Fundraising Events

- Coordinate the shop and volunteer participation in local charity events and community fairs.
- Work closely with the Friends of Citizens Advice Guernsey to maximise fundraising opportunities and public engagement.
- Promote the shop and events through local networks and social media to increase visibility and support.

Person Specification

Essential

- Experience in retail
- Strong leadership and interpersonal skills.
- Ability to work independently and take initiative.
- Excellent organisational and time management abilities.
- Commitment to the values and mission of Citizens Advice Guernsey.

Desirable

- Experience working with volunteers.

