

SGILIAU TEAM (SHOP) MANAGER

TGP Cymru is the leading Wales based charity, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



TGP Cymru Department: Advocacy Services

Responsible to: Sgiliau Service Manager

Location: Newport

Purpose of role:

To manage and oversee the TGP Cymru Charity, Craft and Upcycling shop and ensure young people aged 16-25 accessing the Sgiliau project receive appropriate support. The Sgiliau project provides skills building and work experience including practical and motivational support to ensure young people achieve their outcomes successfully.

Accountabilities / Responsibilities:

- Make day to day decisions to ensure the successful and safe operation of the shop and Sgiliau project
- Ensure the shop is open as required and is in a clean and pleasant condition
- Lead, manage and supervise a team of Practitioners as directed by the Service Manager and in accordance with TGP Cymru Policies and procedures
- Maintain and update rotas and records to ensure Trainees know what their commitment is and that they are not asked to do more than they are able.
- Ensure the Health and Safety of staff, volunteers and customers at all times.
- Be responsible for the security of the Shop, holding the keys and ensuring that keys are available if not personally on duty.
- Work with the team and Service Manager to ensure young people achieve their goals.
- Be responsible for daily takings and ensuring they are banked on a daily basis, with evidence recorded and stored as an audit trail in line with TGP Cymru policies.
- Achieve weekly targets and control weekly shop expenses through effective cost control aligned to budgets. To recognise and implement opportunities for additional income.
- Accept referrals in line with agreed criteria, and explain to young people how the service could support them
- Prepare / Encourage / Support / Enable young people, family members and professionals to engage and achieve their desired outcomes
- Assist the Service Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users
- Develop elements of the Service's work as directed by the Service Manager

- Comply with the TGP Cymru's policies and procedures to include finance, reporting, data management and safeguarding
- Promote equal opportunities and anti-discriminatory practice through the work undertaken within post
- Network appropriately with colleagues and the community, including developing awareness of TGP Cymru's services amongst relevant professionals.

Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

Performance Indicators

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service and individual objectives and targets.

Additional responsibility:

None

Line management responsibility (as of 31/10/21):

3

Budget management responsibility (as of 31/10/21):

£0

Grade:

MS7

Working conditions:

37 hours per week with a flexible approach to the working week that will involve some weekend and evening working and occasional stay away from home overnight to attend meetings, conferences or training.

Travel to various locations across Wales and the UK is also required.

Qualifications

- A good standard of numeracy and literacy
- A professional qualification in social work, youth and community work or related discipline such as Health and Education (desirable).

Skills and abilities / competencies

The post holder will be able to:

- produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- plan and organise work and manage time effectively
- communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared.
- be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- seek opportunities for continuous learning and professional growth.

Knowledge / Experience

The postholder will be able to demonstrate a sound understanding and record of achievement in the following:

- Work / management within a retail setting
- Work with young people aged 16-25 in complex situations using a strengths-based approach
- Work within the education / employment sector
- Multi-agency working
- Safeguarding.

Other

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable).