



## Role Profile

# Superstore Manager

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## About the Cotswolds Dogs & Cats Home

The Cotswolds Dogs & Cats Home (CDCH) is a charitable organisation that exists to ensure that animals who have been abused, neglected, and abandoned get the care that they need to make their journey to a safe and loving forever home. A critical part of the organisation's success is income generation through our 8 shops operating in a range of locations throughout the Cotswolds. Income generated through the shops is used to directly support our charitable work, ensuring that no animal is left to suffer because of cost.

Our retail team are passionate about our shops and our products, with a focus on sustainability and upcycling, alongside excellent customer service, resulting in exceptional results for the organisation.

We are looking for a candidate who has enthusiasm, drive, and innovative thinking as well the ability to have attention to detail regarding good governance and procedural compliance. We are currently planning the development of a new income generation strategy and we would love for the successful candidate to play a key role in this activity.

## Job Purpose

The Superstore Manager is responsible for leading the day-to-day operations of the Cirencester Superstore, with direct line management for all paid staff and overarching accountability for shop performance. This includes meeting income targets, supporting departmental functions, ensuring high operational standards, and managing the shop budget. The post holder will work in close collaboration with the Furniture and Clothing Department Managers, providing strategic oversight and deputising responsibilities where appropriate.

## Key Responsibilities

### Shop Leadership & Operations

- Oversee all daily operations of the Superstore, ensuring smooth and efficient functioning across all departments.
- Line manage all paid staff within the store, providing support, training, and performance management.
- Work in partnership with the Furniture and Clothing Department Managers to ensure departmental targets are met and volunteers are supported effectively.
- Deputise departmental responsibilities to the appropriate Department Manager during any absence.



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- Lead by example in maintaining a high standard of customer service, cleanliness, visual merchandising, and stock presentation throughout the store.

#### **Financial Performance & Budget Management**

- Manage the store's income and expenditure budget, ensuring profitability and alignment with broader organisational financial targets.
- Produce regular financial reports, analysing sales and stock performance to inform business decisions.
- Maximise profitability through cost control, stock optimisation, and identifying areas for growth.
- Accurately record sales, Gift Aid, banking, and takings in line with CDCH's procedures.

#### **Governance, Compliance & Standards**

- Ensure the Superstore adheres to all relevant Health & Safety, Trading Standards, Fire Safety, and DDA regulations.
- Maintain high standards of housekeeping and risk management across all areas.
- Implement CDCH's policies and procedures consistently, ensuring all staff and volunteers follow operational best practice.

#### **Volunteer Support (via Department Managers)**

- Support the Department Managers in the recruitment, training, and development of volunteers.
- Encourage a positive team culture that values volunteer contributions and promotes community engagement.

#### **Community Engagement**

- Promote the Superstore as a key retail destination in Cirencester and build links with the local community to encourage donations, support, and footfall.
- Represent the charity professionally and proactively in all public-facing opportunities.

#### **Team Development**

- Provide coaching and mentoring to staff to foster professional development.
- Champion a positive and inclusive working culture, recognising and celebrating staff success.

## **Ideal Candidate**

You will be a motivated and experienced retail professional with a proven track record of managing people, delivering commercial results, and leading in a dynamic, customer-focused environment. You'll be confident with budgets and data, and passionate about the charity retail sector and its contribution to the wider mission of CDCH.

You will also:

- Bring previous experience in store or team management, ideally within a charity or department store setting.
- Demonstrate strong financial management and reporting abilities.
- Possess excellent interpersonal and organisational skills.
- Be able to work flexibly and collaboratively, managing multiple priorities.



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- Have a hands-on approach, with a focus on both strategic thinking and daily operations.
- Show a commitment to animal welfare and the values of CDCH.

## Qualifications & Experience

- Experience in retail management, preferably within a multi-department or charity retail setting.
- Proven ability to manage budgets and report against financial targets.
- Experience in line management and performance development of staff.
- Strong understanding of retail compliance and health & safety regulations.
- Proficient in Microsoft Office and retail systems.

**Accountable to:** Retail Operations Lead

**Salary:** £28,000 - £30,000

### Hours

- The post holder will work a 37.5 hour week (flexing across Monday-Sunday)
- Employees are actively encouraged to take a 30-minute lunch break each day.

This role profile is not exhaustive and may be subject to changes in order to meet the operational requirements of the organisation.



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