

**ABA
ANA**

GL cd Manager

202*



New Life
Homes

The Vision of the New Life Store

More than a charity shop

The Abaana New Life Store is about far more than selling donated clothes and household items. It is a shop with a bigger purpose. Every bag donated, every item sorted, and every purchase made helps turn unwanted goods into hope for vulnerable children.

At the heart of the store is the idea of new life. We give clothes, furniture, books, and everyday items the chance of a new life, rather than letting them go to waste. This brings real value to our local community, helps reduce landfill, and provides quality items at affordable prices. But even more importantly is the why.

The original New Life Abaana project is our rehabilitation home for children rescued from the streets — children who, for many different reasons, have found themselves with no safe place to sleep, no food to eat, and no one to care for them. Abaana New Life Store is twinned with the New Life Homes, and 50% of its profits are designated to support the work of rescuing children from the streets.

Every donation and every volunteer hour is not only giving new life to the items in the store — it is helping give new life to some of the most vulnerable children in Africa.

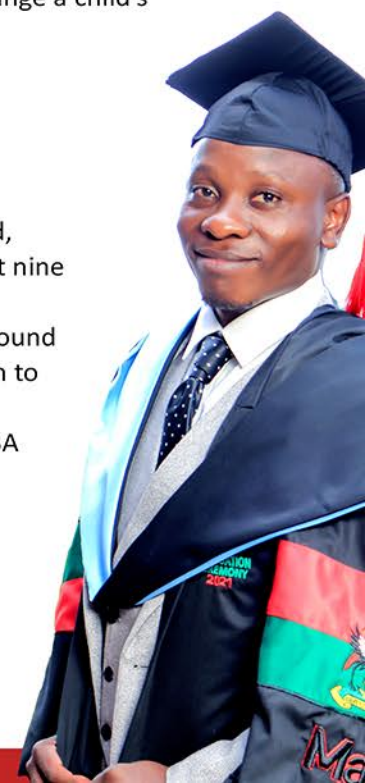
By joining Abaana, you are not simply managing stock, supporting volunteers, or serving customers. You are part of a much bigger story. You are helping create a place where local generosity in Bangor can help change a child's future in Uganda.

Will you be part of that vision - giving children with no hope the chance of a new life?



After losing his father and facing a difficult childhood, Emmanuel ran away to the streets of Kampala at just nine years old. Two years later, Abaana rescued him and welcomed him into the New Life Homes. There, he found care, education, and hope for the future. He went on to excel academically and in leadership, becoming a university student president, and graduated with a BA (Hons) in Politics and International Relations.

“I would like to thank everyone at Abaana who believed in me and helped give me a fighting chance in life. You will always be part of my family,” says Emmanuel.





About Abaana

Abaana is a Christian based charity which invests in children in Africa, helping them to break the chains of poverty, through education.

Our Mission

Abaana exists to show the love of God, transforming the lives of impoverished children and their communities in Africa, through raising funds, awareness and motivating people to give sacrificially.

Education & Sponsorship

We passionately believe that providing access to education is one of the most important ways of helping children escape from poverty. Over the last 25 years, Abaana has built 17 new primary schools in Uganda, many in the poorest, rural areas. Working with the schools and their local communities, Abaana provides sponsorship for children from the poorest families to enable them to attend school.

Street Children

Since January 2007 Abaana has been changing the lives of the children living on the streets of Kampala, Uganda's capital. Abaana sees the potential in each street child and works alongside partners to provide support for these street kids. Our long-term goal is to get as many of these children as possible into good homes.

In meeting with these children over a period of time we build relationships with them. For those whom we can, we offer a place at our New Life Homes. These are rehabilitation and transitional homes where boys can receive the love and support they need and are given the opportunity for a good education.

Short Term Teams

We have been taking teams to Uganda since 2001, where people of all ages can engage in different areas of our work.

New Life Choir

The New Life Choir is a group of 20 children who are beneficiaries of Abaana's projects across Uganda. They will represent their local communities by singing their way around the UK and Ireland, acting as ambassadors for their friends and families still living in poverty.



Abaana Holds the Following Values:

Christian	believe in Jesus Christ and follow His teachings & lifestyle
Compassion	a deep awareness and sympathy for human suffering and a strong desire to do something about it
Stewardship	how we use and care for the gifts, talents and affairs God has given to us
Humanitarian	devoted to the promotion of human welfare
Visionary	a seer, characterized by vision
Community	a group of people sharing a common interest
Empowering	to equip or supply with an ability
Excellence	the state, quality or condition of excelling





ABAANA JOB DESCRIPTION

Job Title: Charity Shop Manager

Responsible to: Operations Manager

Job Location: Abaana, 85 Main Street, Bangor, BT20 4AF

Salary: £28,598- £33,699 depending on experience (a performance-based bonus may be applicable)

Hours: 35 hours per week (including Saturdays and bank holiday opening)

Annual Leave: 35 days (includes allowance for bank holidays during which the shop may be open)

Main Purpose of Job:

Abaana is relocating and has an exciting opportunity to establish our charity shop from the ground up. The main goal will be to effectively and efficiently manage and develop the new Abaana Shop, generating direct financial contributions to support the charity's work in Africa.

Key Areas of Responsibility:

Shop Management

- To take full ownership of and responsibility for the running and optimisation of the revenue generating potential of the shop
- To ensure the creation and maintenance of a completely positive and welcoming shop atmosphere at all times and in all circumstances – delighting the customers / visitors to the shop is a key goal
- To meet or exceed agreed shop financial income targets including online sales
- To sort and select appropriate items for sale from donated goods and maintain appropriate levels, quality and rotation of stock
- To ensure the highest level of professional retail store presentation throughout the shop, changing window and general displays on a regular/ agreed basis
- Manage the clearance of unsaleable items in a timely manner using agreed contractors and/ or with “priced to sell” initiatives
- Maintain high standard of safety, housekeeping, organisation and cleanliness throughout the shop and sorting /



storage areas

Online Sales

- Research and identify online sales opportunities to maximise potential income from donated goods
- Regularly (on a planned weekly basis and/ or as required) advertise online sales with a view to achieving or exceeding agreed targets
- Develop and carry out a planned and agreed rolling programme of social media posts to promote the shop, ensuring all content is reflective of the Christian ethos of Abaana and agreed ethical standpoint

Financial Administration

- To ensure effective, efficient and accurate management of day-to-day finances, including appropriate till and financial recording processes and daily/ weekly/ monthly/ quarterly reporting., as required.
- Control shop expenditure through effective cost control of expenses
- To accurately and efficiently process cash and card transactions, maintain payment records, prepare and make bank lodgements
- To report any issues / irregularities immediately to Abaana Management

Volunteers

- To take full operational responsibility for the recruitment, management and training of sufficient volunteers to ensure the efficient, effective and professional running of the shop
- To recruit and maintain a team of volunteers to complete collections and deliveries
- To formulate, embed and effectively manage a rolling programme for recruiting volunteers by engaging local churches to ensure the volunteer base grows
- To implement an effective rota system to ensure that the shop is covered and open for trading throughout all normal opening hours (including Saturdays/bank holidays)

Health and Safety

- To ensure that the shop and related areas are maintained appropriately and in accordance with Abaana's Health and Safety policy and relevant Health and Safety legislation
- To ensure that all volunteers receive appropriate Health and Safety training
- To complete relevant Health and Safety checklists / risk assessments as provided by Abaana Management
- To carry out regular Health and Safety audits as and when required



Promotion of Abaana Shop

- Build relationships with churches and interested people in the local area – with a view to encouraging donations to the shop and developing a pool of volunteers
- Maintain a stock of key Abaana literature in shop and make available to customers
- Positively and professionally promote the work of Abaana through shop displays and update on an agreed and planned basis

Other Requirements

- The successful candidate must have a flexible approach to working hours and days including working Saturdays and Bank Holidays
- Hold the shop keys, ensuring that the shop is secure whenever it is left unattended/ closed for business
- Any other duties that arise from time to time which are deemed necessary and commensurate with the post

The Spiritual Life of Abaana

- Welcome to attend weekly Staff Prayers when there is cover for the shop
- To be supportive of Abaana's Missions, Values and Beliefs statement



Essential & Desirable Criteria

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • 5 GCSE/GCE O Levels at grades A, B or C or equivalent (to include English Language and Mathematics) • Driving licence and access to a car for business purposes 	
Experience	<ul style="list-style-type: none"> • Experience in using Microsoft Office • Minimum of 2 years' experience working in retail/customer focus environment at management level. • Experience of working to performance targets, including for income and expenditure • Experience in leading, motivating and managing staff / volunteers 	<ul style="list-style-type: none"> • Experience of working with volunteers • Experience in updating social media • Experience of working with retail gift aid procedures
Skills/ Abilities	<ul style="list-style-type: none"> • Excellent communication skills (both oral and written) • Excellent customer service • Competent in the use of Microsoft Office • Ability to plan, prioritise and organise workload • Demonstrate an understanding of, and commitment to, the charity's aims • Adaptability in changing situations, including being able to work effectively independently 	<ul style="list-style-type: none"> • Knowledge of high street fashion retail



	ESSENTIAL	DESIRABLE
Personal Qualities	<ul style="list-style-type: none"> • Ability to work on own initiative and have flexibility with regards to the role • Ability to work as an enthusiastic team member and gain the confidence of colleagues, donors and the general public • Ability and willingness to follow instructions • Understanding of and respect for evangelical Christian principles • Supportive of overseas Christian mission. 	

The above criteria may be enhanced to assist with shortlisting.

For an application form please phone 02891 451918 or email eddy@abaana.org.

Applications close on **Friday 8th May at 5pm.**



**ABA
ANA**

78 HIGH STREET, BANGOR, BT20 5AZ
NORTHERN IRELAND

028 9145 1918
INFO@ABAANA.ORG

ABAANA.ORG

CHARITY NO. NIC102174