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## 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:

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





## ABAANA JOB DESCRIPTION

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**Job Title:** Charity Shop Manager

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**Responsible to:** Operations Manager

**Job Location:** Abaana, 85 Main Street, Bangor, BT20 4BA

**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 committed to Abaana's Missions, Values and Beliefs statement
- To be committed to actively working in accordance with Abaana's Christian beliefs & commitment to the Evangelical Alliance Basis of Faith



## Essential & Desirable Criteria

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



	ESSENTIAL	DESIRABLE
Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and have flexibility with regards to the role</li> <li>• Ability to work as an enthusiastic team member and gain the confidence of colleagues, donors and the general public</li> <li>• Ability and willingness to follow instructions</li> <li>• Understanding of and respect for evangelical Christian principles</li> </ul>	<ul style="list-style-type: none"> <li>• Committed Christian with a personal relationship with God and in regular church fellowship</li> <li>• A commitment to overseas Christian mission.</li> </ul>

The above criteria may be enhanced to assist with shortlisting.

For an application form please phone 02891 451918 or email [eddy@abaana.org](mailto:eddy@abaana.org).

Applications close on **Friday 20<sup>th</sup> March at 5pm.**



## **EVANGELICAL ALLIANCE BASIS OF FAITH**

We believe in...

1. The one true God who lives eternally in three persons—the Father, the Son and the Holy Spirit.
2. The love, grace and sovereignty of God in creating, sustaining, ruling, redeeming and judging the world.
3. The divine inspiration and supreme authority of the Old and New Testament Scriptures, which are the written Word of God—fully trustworthy for faith and conduct.
4. The dignity of all people, made male and female in God's image to love, be holy and care for creation, yet corrupted by sin, which incurs divine wrath and judgement.
5. The incarnation of God's eternal Son, the Lord Jesus Christ—born of the virgin Mary, truly divine and truly human, yet without sin.
6. The atoning sacrifice of Christ on the cross: dying in our place, paying the price of sin and defeating evil, so reconciling us with God.
7. The bodily resurrection of Christ, the firstfruit of our resurrection; his ascension to the Father, and his reign and mediation as the only Saviour of the world.
8. The justification of sinners solely by the grace of God through faith in Christ.
9. The ministry of God the Holy Spirit, who leads us to repentance, unites us with Christ through new birth, empowers our discipleship and enables our witness.
10. The Church, the body of Christ both local and universal, the priesthood of all believers—given life by the Spirit and endowed with the Spirit's gifts to worship God and proclaim the gospel, promoting justice and love.
11. The personal and visible return of Jesus Christ to fulfil the purposes of God, who will raise all people to judgement, bring eternal life to the redeemed and eternal condemnation to the lost, and establish a new heaven and new earth.



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