

Job Description



Job Title:	Retail Development Manager
Location:	Flint / Wrexham
Responsible to:	CEO
Responsible for:	Retail staff, Online Sales staff, Stock preparation staff, Volunteers
Number of hours per week:	Full Time – 40 hours will include weekends and bank holidays
Salary:	£23,460

Purpose of the job

As Retail Development Manager you will be responsible for maximising the income and profit sustainability, as well as growth strategy, of the charity's retail business streams both online and on the high street through the effective management of people, resources and budgets. You will ensure a first class customer experience at all times; maintaining and enhancing the high standard of our stores, showroom(s), pop up shops and community fridge, and will provide a facilities management role for the organisation's retail outlets. The post holder will oversee the day the day admin, health & safety compliance, HR and performance reporting functions of the organisation for their area.

Summary of main responsibilities

Retail Development

- Work with the CEO to develop a retail strategy and operational plan which brings sustainability and growth.
- Establish and maintain a suite of retail policies and procedures that are fit purpose and set the scene for how staff and volunteers will work within our retail environments.
- Oversee internet sales and grow our online trading via e-bay or other appropriate online retail space.
- Generate new ideas to increase shop income for the short, medium and long term.
- Identify opportunities and undertake project-based work to increase income
- Provide flexible support in the opening and management of new shops as well as the refurbishment / development of existing stores / shops

People Management

- Ensure the store(s) have the correct level of properly trained salaried staff who are effective and well informed, recruiting and training all staff in accordance with policies and procedures.
- Supervise, manage and oversee all staff engaged in the company's retail activity in order to provide a professional service at all times. This will include ensuring sufficient cover throughout the working day, ensuring holidays are taken at appropriate times, health and safety matters are strictly adhered to, performance appraisal is undertaken and discipline is appropriate to the task in hand.
- Ensure that staff maintain a high level of service to customers at all times.
- Monitor and control retail staff holiday dates to ensure that the store(s) is properly staffed at all times.
- Keep up to date HR records re staff absences, including sickness and holiday leave, and provide attendance records and contract changes to finance in a timely manner for payroll.
- Ensure all retail employee and volunteer new starter forms, induction and training records are completed and passed to HR in a timely manner.
- Keep up to date HR records re retail staff absences, including sickness and holiday leave, and provide attendance records and contract changes to finance in a timely manner for payroll
- Recruit, manage and train new retail volunteers – supporting the marketing team with campaigns, signage, leaflets etc
- Ensure volunteers skills and contribution are always recognised and appreciated
- Adhere to the organisations Health & Safety policy, ensuring all working practices comply with health & safety legislation

Trading

- Ensure shops open during agreed opening hours and that high standards of hygiene and cleanliness within the shop are maintained
- Ensure that stock is merchandised effectively and efficiently.
- Manage the handling, sorting and processing of all stock to required standards
- Ensure that merchandise is clearly priced, monitor pricing levels and ensure a consistent level that will achieve maximum sales in accordance with current pricing policy.
- Manage controllable expenses, cost effectively and without loss of sales, ensuring that all staff are aware of the importance of cost control.
- Dispose of donated goods which are unsuitable for sale through the store(s) at the best possible prices in accordance with current pricing policy.
- Develop the retail EPOS system so as to maximise data capture, accuracy and compliancy with regard to VAT and Gift Aid.
- Develop a range of new product lines.
- Report on buying trends and customer needs and propose innovative ideas to increase sales.
- Undertake events through the year to raise the profile and income for the shop in the local community – eg pop up shops
- Develop ways to reach out to the local community and build strong relationships
- Ensure that the website is updated regularly with promotions and offers
- Work with the online sales officer to increase online trading

- Record, reconcile and submit Gift Aid claims ensuring full traceability of the transaction from donation to sale

Administration

- Maintain accurate stock record and ensure the security of both stock and cash reporting any shortfalls in accordance with policy and procedures.
- Ensure daily till audits across all sites and that cash is collected in accordance with company policy
- Ensure all records and reports are delivered in accordance with month end procedures

Security

- Ensure that retail staff are security conscious and are following the correct procedures on security matters.
- Check that all retail store premises are secure and ensure that the police are informed of the names, addresses and telephone numbers of key holders.
- Deal efficiently with emergency maintenance and break-ins in accordance with current procedures.
- Ensure that staff and volunteers are aware of and comply with the organisation's statutory responsibilities with regard to fire safety and report any incidents or potential incidents in accordance with current procedures.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Proven experience within a retail / commercial environment at an operational management level • A good understanding & experience of retail business levers - Operations, Visual merchandising, Omni-channel services, and managing physical retail stores and assets • Trustworthy and honest • IT literate – use of Word, excel, email and social media. • Experience of providing excellent customer service. • Experience of working to and achieving sales targets. • Knowledge of the charity sector and relevant legislation. • Experience of Gift Aid claims process. • Knowledge and understanding of health & safety and following safe working practices. 	<ul style="list-style-type: none"> • Experience of partnership working. • Experience of EPOS. • Experience of Gift Aid process. • Knowledge of the reuse/upcycling industry. • Effective product knowledge of furniture and electrical goods to maximise sales potential
People	<ul style="list-style-type: none"> • Strong leadership experience in managing a team to include recruitment, training, development and performance 	<ul style="list-style-type: none"> • Experience of delivering supported employment programmes.

	<p>management, as well as motivating a team to achieve business objectives.</p> <ul style="list-style-type: none"> • Ability to recruit and retain and motivate volunteers 	
Judgement & Initiative	<ul style="list-style-type: none"> • Good commercial acumen, with the ability to recognise and deliver on opportunities. • Able to plan and monitor budgets and manage financial controls. • Able to arrange procurement of new products. • Ability to work under own initiative and to take a proactive approach to changing business needs and objectives. 	
Communication	<ul style="list-style-type: none"> • Excellent communication and relationship building skills, with the ability to build rapport with people of differing ages and backgrounds. • Ability to deal with a wide variety of people from the public, volunteers, stakeholders, senior management and trustees. 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh.
Attributes	<ul style="list-style-type: none"> • Strong time management and organisation skills. • Commitment, enthusiasm and high energy levels. • Ability to work and flourish under pressure. • Approachable. • High degree of self-motivation. • Effective leader, motivator and team player. • Effective communicator and negotiator. • Forward thinker and able to demonstrate and lead change. 	
Confidentiality	<ul style="list-style-type: none"> • Understanding of the importance of confidentiality. • Ability to maintain confidentiality as required. 	
Other	<ul style="list-style-type: none"> • A full, clean driving licence. • Appreciation and understanding of Welsh heritage and culture. 	