**Job Description**

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| **Job Title:** | **Retail Operations & Development Manager** |
| **Location:** | Refurbs Flint |
| **Responsible to:** | Head of Commercial Services |
| **Responsible for:** | Sales Team, Warehouse Assistant and Volunteers |
| **Number of hours per week:** | 37.5 including regular Saturdays |
| **Salary:** | £32,000 |
| **Purpose of the job** |
| This role will provide strategic leadership for our retail income streams, ensuring excellent customer service and the meeting of key performance targets. Leading on and driving the continued success of the retail operations, increasing sales and profits from existing shops, online operations, and new commercial opportunities. The role will lead on all aspects of business development to ensure the continued growth and development of our retail offer and will ensure compliance with all health and safety regulations associated with the sale of preowned goods. |
| **Summary of Main Responsibilities** |
| **Strategy and Financials*** Strategically develop the retail operations, adopting an entrepreneurial approach where every opportunity is maximised
* To agree, monitor and deliver the income and expenditure budget and contribute to the development of organisational strategy and business plans.
* Undertake ongoing analysis, planning, quarterly forecasting and management of the retail budget, reporting on shop performance issues and trends to ensure targets are met
* To ensure correct procedures are adhered by the sales team for banking, cash handling and administration, ensuring a clear audit trail

**Income Generation*** Advise on the expansion/diversification of the operation, assess new sites and business opportunities and present options to the Head of Commercial Services / CEO.
* Ensure all trading income is raised lawfully, with particular regard to data protection legislation, Charity Commission guidance and Fundraising Standards and Charity Retail Association codes of practice.
* To ensure the supply chain of stock (donated and new) is effectively managed, from source to point of sale and to develop new lines to maximise turnover
* Research and identify new retail markets, trends, and opportunities, including (for example) mobile retail solutions and pop up shops
* Maintain an awareness of national developments, charity law, latest techniques and best practice in relation to trading and marketing in the charity sector.
* Lead on regular promotions and campaigns to maximise the trading income in conjunction with Heads of Service.
* Support the development of the commercial strategy enhancing existing income streams to ensure sustainable income, identifying and developing new trading opportunities to deliver growth in revenue and profit.
* Ensure that excellent customer service standards are achieved and maintained by monitoring customer feedback, ensuring that customer complaints are dealt with effectively and promptly and supporting any required training of staff and volunteers.

**Staff & Volunteer Management*** Motivate and lead the team of staff and volunteers to generate maximum profits to achieve annual income targets
* Ensure the staff and volunteers are adequately trained and equipped to offer excellent customer service, effectively merchandise, price and display stock (donated and new), making best use of retail space available, in order to achieve optimum stock levels and presentation
* Provide strong leadership, support and performance management to develop a strong team of staff and volunteers. To include regular one to ones, appraisals, objective setting and agreeing targets and objectives
* Ensure a safe environment that protects all people (staff, volunteers and public) from harm Create, develop and maintain up to date policies and procedures and ensure these are embedded across the operation and achieving full compliance.

**Premises & Asset Management*** Take responsibility for all aspects of security, stock, premises, money and staff holding keys for our outlets
* Work with the Head of Health & Safety to ensure the retail operation complies with legislation requirements, e.g. Health and Safety, Fire Regulations etc.
* Oversee that all employees and volunteers within your team are properly inducted and are aware of the shop fire risk and Health and Safety procedures and their responsibilities in respect of these
* Ensure all premises are appropriately maintained within budget and agreed timescales
* Ensure all products for sale are compliant with Health and Safety regulations and Trading Standards
* Work with the Head of Marketing to ensure all outlets, signage, materials and activities are in line with brand standards.

**Other*** Undertake any other duties as appropriate within the post.
* The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.
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| **Person Specification** |

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|  | **Essential** | **Desirable** |
| **Knowledge & Experience** | * Significant experience of working within a retail environment
* Excellent commercial acumen, with good negotiation skills
* Knowledge and experience of managing stockroom operations.
* Excellent IT skills, including Microsoft Office.
* Experience of EPOS systems.
 | * Experience of working within a charity retail environment
* Experience of managing and recruiting volunteers
* Knowledge of Gift Aid
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| **People**  | * Commitment to equality and diversity and Inclusion
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| **Judgement & Initiative** | * Confident, committed, enthusiastic and self-motivated.
* Ability to plan and prioritise and manage workload effectively to meet targets and deadlines.
* Experience of problem solving and the confidence to make decisions.
 | * Ability to work as part of a team and under own initiative.
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| **Communication** | * Excellent written and verbal communication skills.
* Ability to work with individuals at a variety of levels, internally and externally and in a range of organisations.
 | * Ability to communicate through the medium of Welsh.
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| **Resources** | * Experience of managing financial targets against agreed objectives, KPIs and timescales.
* Experience of managing budgets and ensuring excellent value for money
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| **Other** | * Appreciation and understanding of Welsh heritage and culture.
* Full driving licence, with access to own vehicle.
* A commitment to the vision and values of the organisation.
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