

JOB DESCRIPTION

JOB TITLE: Retail Manager

HOURS: 32 per week. Worked across Wednesday, Thursday, Friday and Saturday. Open to negotiation for the correct candidate

SALARY: £25,159.68 pro rata for 32 hours per week (£27,518.40 full-time equivalent)

CONTRACT: Fixed for 12 months, option to extend based on successful turnover

RESPONSIBLE TO: Chief Executive

PURPOSE OF THE ROLE

As part of our continued growth and diversification of income streams, Age UK Waltham Forest will be opening a new charity shop in Waltham Forest.

The purpose of this role is to manage our charity shop and associated retail activities inclusive of Pop-ups & E-Commerce with commercial acumen and entrepreneurial skills to maximise income for Age UK Waltham Forest. Developing the shop as a community space highlighting our wider offer and engaging with residents and community groups. Operating in an empowered culture, support and develop community links and a strong team of volunteers to meet income targets and create a thriving, profitable, retail business, supporting and endorsing our values and brand. The organisation has a vision to grow our Retail function to increase income and community support.

Within this role we would expect the postholder to initiate and develop new opportunities and relationships across all areas of retail.

The post will be varied, working across key areas the postholder will need a flexible and adaptable approach.

MAIN DUTIES & RESPONSIBILITIES

Requirements specific to this job:

Leadership:

- To make day-to-day decisions to ensure the successful and safe trading operation of the shop.
- To decide within procedural guidelines what prices to charge for individual items to maximise both turn over and income.
- To ensure all activities are carried out in harmony with Age UK Waltham Forest's mission and value base within the spirit of Equal Opportunities Policy.
- Developing the shop as a community hub to maximise impact and reach.
- Developing and growing Age UK Waltham Forest's retail provision, working with the Senior Management Team.
- To be responsible for health and safety in a shop setting including building checks,

<p>manual handling, fire safety, organising first aid and training of staff and volunteers etc.</p>
<p>Budget Responsibility</p> <ul style="list-style-type: none"> • To achieve agreed sales targets and maximise profit through effective control of costs and stock management. • Ensure that Age UK Waltham Forest's shops administrative and financial procedures are followed including banking, weekly returns, daily Gift Aid data, sales records, expenditure and staff and volunteer records. • Ensure security of stock and cash on the premises and report any shortfalls to the CEO.
<p>Volunteer motivation and responsibility:</p> <ul style="list-style-type: none"> • To lead and supervise volunteers, in accordance with Age UK Waltham Forest's policies and procedures and retail working practices. • To be responsible for day-to-day health and safety and welfare including your self, volunteers, visitors and customers; ensure Health & Safety procedures are in place and adhered to. • To ensure volunteers are adequately supported supervised and trained inline with Age UK Waltham Forest's Volunteer Induction handbook.
<p>Stock, income and sales:</p> <ul style="list-style-type: none"> • Maximise shop income and achieve agreed financial performance targets • Generate stock donations to meet sales requirements and acknowledge receipt. • Accept, sort, price and display goods for sale to maximise income within agreed guidelines. • Follow rotation policy and maintain stock levels. • To ensure all goods sold comply with safety and other legislative requirements. • Actively promote Gift Aid, sign up donors and achieve performance targets in line with Age UK's guidelines. • Maintain a high level of commercial awareness by staying informed of sales trends, stock position and local competition. • Maintain stock quality standards. Ensure that the shop floor is merchandised effectively maximise space • Identify research and arrange valuation if necessary for items that maybe valuable.
<p>Managing Resources effectively</p> <ul style="list-style-type: none"> • Conduct supervision reviewing performance as and when required. • Ensure the shop is adequately staffed by volunteers, including lunch cover establish and maintain a working rota and store centrally on the shared drive. • Ensure all volunteers comply with Age UK Waltham Forest's policies. • Manage a busy workload working in partnership with colleagues, plan and analyse and negotiate resolutions using initiative with advice when required. • Maintain a high standard of cleanliness, merchandising and display both in the window display and throughout the shop.
<p>Public Relations</p>

<ul style="list-style-type: none"> • Always ensure a high standard of customer service. • Develop the shop as a community hub in-line with Age UK Waltham Forest’s Retail Strategy • Identify local publicity opportunities and collaborate with the Community Fundraiser and CEO. • Organise special events and/or promotions including pop-up retail opportunities. • Publicise the shop; enhance the image of Age UK Waltham Forest through a professional and high-quality retail service. • Maintain and develop good relations with the public, local business associations and neighbouring businesses.
<p>Other responsibilities</p> <ul style="list-style-type: none"> • Undertake any other appropriate duties as directed by the CEO to achieve performance targets and realise the full potential of the shop. • Maintain absolute confidentiality with regards to all organisational information.

General Requirements:

To attend supervision with the line manager.
To attend bi-monthly All Staff Meetings – usually held on Zoom.
Occasional after-hours work may be required, for which Time Off In Lieu will be given.
Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
The post holder is required to implement Age UK Waltham Forest’s Equal Opportunities Policy and ensure Equal Opportunities principles are incorporated into the planning, delivery and monitoring of services.
All staff are required to work within Age UK Waltham Forest’s policies, ensuring these are carried out in relation to the job, e.g., Confidentiality, Quality.
All staff may be asked to undertake other duties and responsibilities appropriate to the grade, as determined by their Line Manager, on an occasional basis.
This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

Person Specification

		Essential	Desirable
Education and Qualifications	Good standard of general education	✓	
Knowledge and Experience	Retail management experience	✓	
	Experience of working to KPIs and exceeding targets	✓	
	Experience of successful shop budget management	✓	
	Experience of transactions, payment handling, banking and record keeping.	✓	
	Knowledge of product pricing	✓	
	Experience of merchandising in order to maximise sales	✓	
	Experience of managing staff and volunteers	✓	
	Computer literacy – Excel, Microsoft Word, email	✓	
	Experience of managing a successful charity shop		✓
	Retail fashion experience		✓
Skills and Abilities	Good interpersonal skills with ability to communicate with diverse range of people	✓	
	Ability to prioritise own workload, able to manage time and meet deadlines	✓	
	Good problem solving and analytical skills	✓	
	Strong numeric skills.	✓	
	To maintain acceptable standard of window and internal display/ stock presentation.	✓	
	Ability to give guidance, support and encouragement to volunteers to achieve the objectives of the shop.	✓	
	Ability to move and handle donated goods		✓
	Full driving license with access to a car		✓