



## Job Description

<b>Post:</b>	<b>Retail Development Manager</b>
<b>Responsible to:</b>	<b>Volunteer Director of Income Generation</b>
<b>Hours:</b>	<b>37.5 per week – 5 days over 7 with regular weekend and bank holiday work</b>
<b>Location:</b>	<b>Based mainly at our shop in Aberystwyth with time also at Plas Antaron, our day hospice</b>
<b>Salary:</b>	<b>£21,892 to £24,157 (NHS Band 4 scale)</b>

### **Main Purpose of Role**

To manage and develop the retail operation for HAHAV to meet agreed budgets

### **Main Duties**

#### ***Retail Development***

To work with HAHAV's Director of Income Generation, to develop a retail strategy and operational plan which brings sustainability and growth, helping to secure the funds needed to implement the new organisational strategy.

To establish and maintain a suite of shop policies and procedures which are fit for purpose, enabling, and agreed by HAHAV's Director of Income Generation. These will guide how the manager, trainees and volunteers will all work within the shop.

To establish HAHAV's internet sales and develop the shops online business, initially using eBay and Amazon as a starting point.

To recruit, train and manage Kickstart or other government scheme trainees, including for online sales.

To work with the shop keyholder volunteers and the Board to generate new ideas and initiatives to increase shop income in the short, medium and longer term

To identify opportunities and undertake project-based work as necessary to increase income from the shop

To provide flexible support in opening and managing new shops as and when the chain progresses

To assist with new shop openings and refurbishments as required.

#### ***Management***

To oversee and manage all shop employees, trainees and volunteers and other activities in the shop(s)

To interview, train, manage effectively and monitor the performance of all employees and/or trainees

To implement HAHAV appraisal systems for employees as appropriate/required

To work with the existing volunteer team, ensuring their skills are always recognised and appreciated

To recruit, train and manage new volunteers and help them and the existing team come together to create a harmonious, effective team. This might include planning campaigns, producing signage and leaflets, writing and sending out press releases, engaging with social media, carrying out in-shop recruitment drives, etc.

To maintain the working rota and to update weekly, ensuring optimum cover

To ensure the shop and working practices comply with Health & Safety Legislation and organisational policies in this area

### ***Trading***

To ensure the shop is open during set trading hours (9am to 5pm, Monday to Saturday, and 10am to 4pm on Sundays and Bank Holidays as required)

To oversee and manage all activities relating to the generation of stock.

To implement and manage stock collection and delivery systems to ensure maximum income generation, and to review these systems where necessary.

To ensure that stock collection and distribution practices comply with Health & Safety legislation.

To liaise with the local rag merchants to ensure maximum income is achieved from the shop's rag disposal

To manage the efficient collection of stock from donors as required

To manage the handling, sorting and processing of all stock to required standards

To maximise Gift Aid potential through correct donation and pricing protocols

To ensure that stock is merchandised effectively and efficiently, making best use of all resources

To implement the highest standards of customer care and service

To maintain high standards of hygiene and cleanliness within the shop

To look for and implement new development opportunities for the shop

### ***Other Trading Activities***

To undertake events through the year to raise profile and income for the shop in the local community

To develop ways to reach out to the local community and build lasting relationships that will benefit HAHAV and its service users

### ***Administration***

To monitor and check security of stock and cash on the shop premises and to report any shortfalls as per policy

To ensure the satisfactory completion of the daily till audit and banking procedures

To ensure that all records and administrative paperwork are completed and delivered within set timescales

To ensure the police key holder list is kept up to date and to follow the out of hours emergencies procedure

***Communication***

To hold monthly meetings with the shop team

To attend regular meetings with the wider charity team

To participate in monthly one to one meetings with the Line Manager

To keep up to date with developments and activities relating to the charity

To ensure all volunteers are fully informed about the shop and charity's activities and hold meetings as required

## Person Specification

Criteria	Essential	Desirable
<b>Skills</b>		
Excellent interpersonal skills	x	
Excellent organisational skills	x	
Delegation skills	x	
Proven management/supervisory skills	x	
A full driving licence & access to a car		x
Ability to manage a devolved budget and work towards targets	x	
<b>Experience</b>		
Management experience	x	
Retail experience	x	
Charity retail experience		x
IT literate – use of Word, Excel, Email & social media	x	
Experience of dealing with a range of people from different backgrounds and skill levels	x	
Ability to work within and lead a team	x	
Ability to motivate others	x	
Ability to work flexibly	x	
Ability to undertake reasonable lifting duties	x	
Trustworthy and honest	x	
Maintain confidentiality	x	
<b>Personal Attributes</b>		
Self-motivated with the ability to motivate others	x	
Welsh speaker		x