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**Retail Donation Coordinator**

**Job Description**

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| **Location:** | Emmaus Cambridge, Landbeach |
| **Accountable to:** | Operations Manager |
| **Hours of work:**  | Full time 37.5 hours per week  |
| **Days of work** | 5 days over 7 including some weekend working. |
| **Contract:** | 12 months fixed term contract |
| **Salary:** | £23,000 per annum |
| **Holiday:** | 25 days  |

**Overall purpose of the job.**

Using best charity retail practice, creative flair, and an ability to lead by example, you will enable the companions, volunteers and staff to:

* Maximise income and to reduce waste from donated goods.
* implement systems in our busy charity warehouse to ensure a constant level of stock, by managing and working alongside our companions and volunteers to sort, price and quality-control stock of bric-a-brac, household goods, clothing, media and textiles.
* Implement systems to ensure a constant level of stock is available for the shop
* Working closely with the staff team to enhance the retail offer and achieve our vision for our shop.

**Our vision**

‘To be a unique destination that offers a welcoming and alternative shopping experience that also promotes what we do as a charity, with the companion’s work force at its centre. The shop is well presented yet individual and quirky, consistently clean, well signed, and easy to navigate. We will always be well-stocked, looking great with clear pricing structures that are easy to understand.’

**Main Duties and Responsibilities:**

To coordinate a team of companions and volunteers managing the stock coming into social enterprise.

To develop and maintain simple and easy to understand stock systems for donated goods.

To help sort donations and select stock for the shop.

To develop a simple to understand pricing structure that allow for the identification of high value goods.

To train staff, companions and volunteers in maintaining stock systems.

To work alongside a group of companions, staff and volunteers to ensure that the retail shop is fully stocked and well merchandised at all times with:

* Clothing
* Shoes
* Jewellery
* Kitchenware
* Bric-a-Brac including pictures
* Handbags and accessories
* Textiles
* CD’s & DVD’s and Vinyl

To ensure that high standards of presentation are met with attractive displays of products and that the premises are kept clean and tidy.

To maintain a safe and tidy working environment always, ensuring that health and safety regulations are adhered to.

To create a constant flow of stock onto the shop floor to create turnover and a vibrant shop space.

To work closely with the retail duty manager to highlight priorities and resource requirements on the mezzanine.

Ensure saleable items are priced appropriately and quality checked ready for sale.

Work closely with the On Line Sales coordinator to identify high value items for EBay.

Identify and price quirky stock to be sold on the Emmaus market stall.

Identify and pack donated goods for our international solidarity container programme.

Remove unsalable donated goods and rubbish from the mezzanine

Identify seasonal goods and goods for themed sales E.g.

* Vintage
* Christmas
* Halloween
* Others to be identified

To ensure that all goods donated are stored neatly and safely and organised methodically.

**Other duties:**

Attend meetings and contribute to the overall community strategy Contribute to the development of solidarity action within Emmaus Drive the community vehicles if necessary.

**General:**

Emmaus Cambridge runs its business operations seven days a week, Monday to Sunday and provides 24 hour, 7 day/week support to the Community. Days and hours of work will be agreed with the line manager as is appropriate within your role and responsibilities and could include some weekend working.

Emmaus Cambridge works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles are subject to enhanced DBS checks.

The Retail Donation Coordinator must always act in a way which will maintain the good reputation of Emmaus Cambridge, upholding the policies and procedures of Emmaus and striving to preserve appropriate working relationships with companions, staff, volunteers, and trustees.

All staff must develop and maintain a positive and involved relationship with the Emmaus solidarity movement at local, regional, national and international levels.

In Emmaus, volunteers are an important resource and make a vital contribution to the Emmaus aim to take action to help disadvantaged people. It is therefore important to encourage, develop and support volunteer involvement in the work of the community.

Work is conducted in an environmentally-aware manner with the aim of ensuring all resources are utilised effectively and efficiently. Sound “value for money” principles are necessary in undertaking purchasing or supply of goods and services.

Maintain companion confidentiality in line with Emmaus Cambridge policy.

*\*Solidarity within the context of Emmaus is the working with groups and individuals towards the elevation of poverty, social exclusion and suffering and responding to local, national and international appeals for relief and support.*

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| **Person Specification: Retail donation coordinator** |
| **Essential** | **Desirable** |
| Education / Professional Certification |
| * Good general education including Maths and English to GCSE standard
* Commitment to continued personal development
* Full driving licence
 | * Evidence of continuing education
* First Aid
* Health & Safety: fire safety, COSHH, manual handling, risk assessments, first aid
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| Experience |
| * People management
* Recycling or Charity retail experience
* Knowledge of clothing and textiles
* Knowledge of second hand goods/antiques
* Stock management and system implementation
* Understanding of Health and Safety
* Strong drive to achieve results through others using positive motivation skills
* Ability to enable and empower rather than direct
* Excellent Customer service
* Commercial awareness and judgement.
* Merchandising experience
* Confidentiality
* Experience of professional boundaries
* Retail and trading law
 | * Experience of working with and supervising adults who have a range of abilities and support needs.
* Ability to manage time under conflicting priorities.
* Retail legislation
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| Skills |
| * Excellent Communication skills
* Effective listening
* Conflict resolution
* Ability to stay calm and cope under extreme pressure
* Ability to delegate and coach others
* Effective organization and time management
* Easy and friendly manner, demonstration empathy, fairness and professionalism.
* Physically fit
* Ability to lift
* Ability to act on own initiative
* Willingness to turn a hand to whatever is required
* Solution focused approach
* Creative flair
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| Personal Characteristics |
| * A belief in the potential of each individual and an understanding of the importance of community.
* Effective team player, with the ability to lead, work and delegate.
* Enjoys working with people and has a friendly and approachable manner.
* High level of motivation, enthusiasm and a sense of fun.
* Empathy and understanding of a wide range of needs and experiences.
* Awareness and acceptance of own limitations.
* Confidence to take on and resolve difficult and frequently sensitive issues.
* Commitment to environmental sustainability and social development.
* Highly self-motivated.
* Excellent sense of humour and ability to juggle jelly fish.
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