Green End, Landbeach,

Cambridge CB25 9FD

Tel: 01223 863657

info@emmauscambridge.org Registered Charity No. 1064473

Company No. 3422363

**JOB DESCRIPTION**

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| **Job Title** | Charity Retail Manager |
| **Accountable To** | Chief Executive |
| **Working Hours** | Full Time, 37.5 hours per week, including weekend working |
| **Responsible For** | Up to 4/6 staff – alongside Companions and volunteers  |
| **Location** | Landbeach, Cambridge |
| **Date** | October 2021 |

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| **Job Purpose** |

Manage all non-café retail activity, including the shop, emporium, and external markets, maximizing retail income, generating footfall, and ensuring that Emmaus Cambridge remains an attractive, multi-faceted destination for visitors and customers.

Work closely with the Chief Executive and other managers to provide meaningful work, personal development, and support for our Companions.

Develop new retail, business, partnership activity and income generation, and represent and promote Emmaus Cambridge in the external world including the wider UK, European and International Emmaus movement.

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| **Principal Responsibilities** |

* Manage and develop all day-to-day non-café retail activity, providing an excellent service for customers visiting to donate goods, buy goods, spend time in the café and enjoy the garden.
* Manage the retail and ecommerce team, delegating areas of responsibility as appropriate, and actively supporting their training and development.
* Work closely with the Support, Catering and Maintenance managers and operations team to ensure the most appropriate organisation of Companions and volunteers each day.
* Make key decisions regarding display, pricing, merchandising, upcycling, stock control, and organizing flow of goods onto shop floor.
* Operate within Emmaus policies and procedures and ensure compliance with all legislation relating to the retail of donated, recycled and bought in goods, including fire, health and safety regulations, and Trading Standards.
* Work closely with the senior staff team to increase our green credentials by minimising landfill waste and maximising income from scrap, books, clothes, and other recyclable/waste items.
* Develop external partnerships to improve the business and to promote Emmaus Cambridge.
* Work closely with the other managers and staff to ensure that volunteers are tasked, trained, and effectively supervised and able to contribute significantly to business and community activities.
* Actively promote the retail gift aid scheme, ensure that all gift aided items are correctly identified and processed through the EPOS system, and work with other departments for stock checking for all gift aid claims.
* Work closely with the ecommerce assistant to maximise e-commerce operations, including sourcing and selling of higher value and unusual items, and to explore, develop and implement marketing and public relations material activity.
* Manage sales forecasting and budgets, monitor expenditure and income, and work closely with the Chief Executive to plan, budget and report on retail finances and business performance.
* Meet retail income targets and objectives for both existing and new retail activity, as agreed with the Chief Executive.
* Prepare reports, attend meetings, and contribute to business and operations plans and the overall community strategy as required by the Chief Executive.
* Deputise for the Chief Executive when needed.
* This list is not exhaustive, and you may be asked to perform any other tasks or duties deemed necessary by the Chief Executive.

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| **Developing Companion Skills** |

* In consultation with the Support Manager, and operations staff supervise and coordinate companions involved in retail/business activity and provide regular feedback on their progress to the wider staff group.
* Ensure companions are involved in the planning of new projects and encourage their contribution to potential improvements.
* Ensure that all companions upcycled items are promoted within the shop.
* Identify and discuss with the Support Manager any companion training, development, or support needs.

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| **Special Requirements** |

* Able to take part in physically demanding activities, for example lifting and moving heavy objects.
* Drive the community vehicles as and when needed.
* Contribute to the development of solidarity action within and from the community.
* Lead by example, demonstrating appropriate behaviors and living by our values whilst maintaining strong professional boundaries with all staff, Companions, and volunteers.
* Balance the need to maximise income from our social enterprise activities with our charitable purpose.
* Participate in national and international Emmaus meetings, for example business manager Meetings, UK National Assembly and Emmaus International World Assembly.
* Engage with the Emmaus ethos as presented in the Universal Manifesto and embodied in the history and experience of all involved in Emmaus.
* Emmaus works with homeless, vulnerably housed, and unemployed people. Because of this, all employees are subject to enhanced DBS checks.

**PERSON SPECIFICATION**

**Charity Retail Manager**

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| **EXPERIENCE & KNOWLEDGE** |
| **Essential** | **Desirable**  |
| * Retail experience at a senior level, including working within relevant legislation and Trading Standards requirements
* Some experience of commercial or business management
* Proven experience of successfully managing a team, including motivation, team building, supervision, and personal development
* Customer service
* Operational decision-making
* Financial management and budget responsibility
* Working with a diverse range of people
* Project management experience
* Identifying, delivering, and preparing business development plans
* Knowledge of risk assessment and management
 | * Recycling or second-hand retail experience
* Volunteer management
* Sales, marketing, public relations and / or social media
* Strategic planning
* Policy & process development
* Working with vulnerable people or people with challenging behaviours
* Point of sale systems and programming
* Knowledge of retail and trading law
* Health & Safety knowledge including fire, COSHH, manual handling and First Aid
* Data protection
* Organisational audits
* Knowledge of homelessness issues
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| **EDUCATION / PROFESSIONAL CERTIFICATION** |
| **Essential** | **Desirable**  |
| * High standard of education
* Commitment to continued personal and professional education and development
* Full clean driving license
 | * Retail management qualification or degree in related field
* Recognised project management qualification
* Business practices, accounting, or team building
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| **SKILLS** |
| **Essential** | **Desirable**  |
| * Strong analytical & problem-solving skills
* Excellent written and verbal communication
* Effective listening
* Conflict resolution
* Delegation skills
* Excellent IT skills including MS Office
* Effective planning, forecasting, time management, administration, and organization skills
 | * Mediation
* Facilitation
* On Line sales
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| **COMMITMENT**  |
| * Ability to set and maintain professional boundaries
* Confidentiality
* Demonstration of a belief in, and the ability to, adopt and work within the Emmaus principles
* Commitment to environmental sustainability and social development
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| **PERSONAL CHARACTERISTICS** |
| * Ability and willingness to work with and alongside Companions and staff, showing empathy and understanding of a wide range of needs and experiences
* Belief in individual potential and an understanding of the importance of community in helping individuals to achieve their potential
* Ability to welcome people into the community with no prejudice or pre-conceptions
* Effective and collaborative team player, with the ability to lead, work and delegate
* Participative management style with the ability to enable and empower rather than direct
* Ability to stay calm and cope under extreme pressure
* Confident to take on and resolve difficult, and frequently sensitive, issues
* Self-motivated, with proactive and practical approach to work
* Innovative and entrepreneurial with a vision of what is possible
* Creative flair and interest in upcycling and eco products
* Awareness and acceptance of own limitations
* Eye for detail
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