**Emmaus South Wales**

## Retail Manager Job Description

|  |  |
| --- | --- |
| **Location:** | Bridgend and mobile across South East Wales |
| **Accountable to:** | CEO, Emmaus South Wales |
| **Responsible for:** | Store Managers & Deputy Managers, Companions when engaged in business activities, other Volunteers & Placements |

**The Charity**

Emmaus enables formerly homeless people to rebuild their lives within a self-supporting Community. The residents of the Community, known as Companions, sign off primary benefits on joining Emmaus and volunteer full time in their Community’s Social Enterprise. Income from the Social Enterprise covers the Community’s running costs, making Emmaus self-supporting.

There are 28 Emmaus Communities in England and Scotland. The first Emmaus Community in Wales is in Cefn Glas, Bridgend. Five retail outlets, two in Bridgend, one each in Porthcawl, Cowbridge and Maesteg, as well as an eBay shop are open and providing profits to Emmaus South Wales. The Emmaus Community will thereby have meaningful work, become self-sufficient, and offer solidarity and support to others in need.

**The Retail Manager’s Role**

Reporting to the CEO, the post holder will primarily be responsible for the overall management and development of Emmaus South Wales’ charity shop retail operation. The purpose of the role is to provide meaningful work and personal development opportunities for Companions and to develop, manage and motivate staff, Companions, and volunteers, to continually grow the surplus delivered by our shops. presenting to customers and supporters a positive image of Emmaus through excellent retail practices.

|  |
| --- |
| **Job Dimensions** |

The role is a 40 hour week over 5 days, including some weekend working.

The salary is £24,000-26,000 dependent on experience

Key accountabilities:

* Work with the Store Managers to set income targets and KPIs and provide effective management to ensure they are achieved.
* Responsible for oversight of the day-to-day operation of our retail stores
* Oversee the work of the shop teams, ensuring consistency of the Emmaus ethos and adherence to internal policies and legislative requirements.
* Provide effective line management for individual shop managers, to ensure the motivation, training and development of all shop staff, Companions, and volunteers.
* Work with shop teams to identify and exploit retail trends and local opportunities to grow income.
* Deliver high standards of customer service across the retail network.
* Deliver profitability by overseeing costs and ensuring efficient resource management.
* Deliver regular monitoring and reporting on performance and take appropriate action where needed.
* As a key member of the management team, contribute to the leadership, planning and policy formulation to meet organisational objectives.

**Budgetary and Financial Control**

The Retail Manager will have specific budgetary control for the income and expenditure associated with the business functions, as set out in the Business Plan and Annual Budget and reported in the monthly Management Accounts.

The Retail Manager will be responsible for ensuring that the retail operation achieves the income and expenditure targets set out and approved in the Annual Budget.

The Retail Manager will be responsible for the verification, authorisation and monitoring of expenditure, within budget, and ensuring that financial controls are operated to the satisfaction of the Financial Controller, Treasurer and Auditors.

**Main Duties and Responsibilities**

**Retail Management and Development:**

With the support of the Financial Controller, draft the annual budget for the business

Review and evaluate current performance of each shop to identify business objectives for improvement and evaluate implications of new opportunities

Identify and develop the support necessary to enable each current shop to meet income generation requirements, (e.g. market research, funding, material supplies, marketing, sustainable waste management and sales etc.)

Work with shop teams and the CEO to develop short and long term plans to maximise the profitability of our retail operations.

Implement operational plans for the running of the business, including pricing policy on donated and bought-in goods.

Manage the efficient and effective day-to-day operation of the business.

Seek and continuously develop knowledge and information about competitor activity, including visual merchandising concepts.

Develop Gift Aid on donated goods, ensuring that income from this source is maximised.

Spend significant time within the stores, providing hands on support and training to staff, volunteers and companions.

Conduct regular shop audits with a focus on H&S, merchandising and general store standards.

Ensure pricing, display, stock management/stock take, cash handling and banking procedures comply with policy and are followed effectively

Solve issues and problems proactively, step in during the absence of a store manager, and escalate issues to the CEO as appropriate.

Coordinate promotional activity within our retail operations, including Emmaus promotions, for example solidarity events.

Keep accurate and up to date details of all aspects of trading activities for regular reporting to the CEO, Trustees and others as required.

Ensure all goods sold are compliant with trading standards.

**Companion Development:**

Ensure that Companions feel welcomed into the Social Enterprise and are enabled and encouraged to assume responsible roles, ensuring adequate supervision and guidance on work.

In collaboration with the Community Manager implement effective Companion inductions and ensure that the continued professional development of Companions’ is enabled.

Take part in overall Companion support, as appropriate, ensuring staff and Companions operate in conjunction with safe and professional boundaries.

**Management of Staff, Companions and other Volunteers:**

Recruit, induct, train and develop staff according to organisational policies and employment law, and ensure staff become familiar with and follow relevant procedures, including HR, Health and Safety, and Safeguarding.

Ensure that the ethics, integrity, compassion and culture of Emmaus are understood and committed to by staff, companions and other volunteers within the Community & its business.

Line manage Store Managers, providing regular support and supervision to staff. This includes prioritising and allocating jobs and tasks to specific staff, Companions and other volunteers, ensuring all achieve a sense of ownership.

Manage day to day HR issues in line with the HR policy, best practice and legislation

Hold regular meetings with staff, ensuring that matters are communicated in an efficient and professional manner. Where necessary, involve Companions and volunteers in the meetings.

Provide sound volunteer management, including supporting Store Managers in recruitment and allocation, organisation and effective utilisation; delegating supervisory responsibility to appropriately trained staff where relevant.

Support shop teams with management of staff and volunteer rotas and ensure holiday, absence and any other staff/volunteer records are accurately managed.

**Maintenance of Facilities and Equipment:**

Manage the retail premises, including equipment, fixtures and fabric.

Effectively manage health and safety, security and emergency systems, according to organisational policies and relevant law

Ensure all health and safety requirements are met and up to date risk assessments and relevant policies are in place

**Other Duties**

* Contribute to the development of Solidarity action within and from the Community and Social Enterprise
* Attend meetings and contribute to organisational strategy and policy-making; Attend Emmaus UK Business Managers’ meetings and other Emmaus meetings and conferences as appropriate
* Prepare monthly reports on the business, attending Finance and Enterprise Committee meetings and other Committees as required.
* Develop and implement procedures and processes in compliance with policies. Ensure staff, Companions and other volunteers are aware of and comply with relevant policies and procedures, especially Health and Safety.
* To take an active role in the development of the Residential Community, including the training requirements of Companions and Volunteers
* To work within Emmaus principles
* Perform any other tasks or duties deemed necessary by the CEO.

**General**

In Emmaus Communities, vulnerable people become Companions who develop a sense of ownership of their Community and its social enterprise. Staff and volunteers live and work with Companions as colleagues whilst observing proper professional boundaries in performing their role.

The Retail Manager must always act in a way which will maintain the good reputation of Emmaus South Wales, upholding the policies and procedures of the charity, maintaining confidentiality and avoiding conflicts of interest.

The Retail Manager will strive to preserve good working relationships with staff, Companions and other volunteers and the Trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community.

The post holder will be expected to perform their job responsibilities in an environmentally aware manner. The charity aims to utilise all resources effectively, applying sound ‘value for money’ principles in purchasing goods and services.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus’ objectives, being themselves empowered and empowering Companions, with whom they work, as colleagues in the Emmaus Community and its social enterprise. The Retail Manager will be expected to encourage, develop and support volunteer involvement in the Community’s work.

**Retail Manager**

**Person Specification**

| Essential | Desirable |
| --- | --- |
| **Education and Training:**   * NVQ 4 in retail management or equivalent qualification   **OR**   * Relevant professional experience in a retail environment, which demonstrates equivalent academic skills.   **AND**   * Evidence of continuous professional development. | **Education and Training:**   * Degree in Retail Management or equivalent qualification in business, people and/or organisational management |
| **Experience:**   * Significant practical retail experience at management level * Proven planning and project management experience, including setting and meeting objectives, KPIs and controlling effective use of resources. * Experience of financial and budgetary management, including setting and meeting income targets. * A proven track record of success in leading and managing a team to deliver high quality results. * Experience of managing the performance, learning, and development of staff. * Experience of working with volunteers. * Facilities and premises management. | **Experience:**   * Previous experience of management in the charity retail sector * Managing people and operations across multiple sites. * Development and management of online trading. * Managing logistics * Working with vulnerable people |
| **Knowledge and Skills:**   * The ability to focus on impact and deliver results * Excellent interpersonal skills, able to build constructive professional relationships with a diverse range of people * Strong analytical and problem-solving skills * Able to demonstrate understanding of volunteer management, needs and motivations. * Demonstrable commitment to inclusive working, ensuring equality and valuing diversity * Excellent organisational and workload management skills. * Good IT skills, in particular, spreadsheets and accounting packages; retail/stock management/CRM databases. * Understanding of Epos till systems and data interpretation. | **Knowledge and Skills:**   * Up to date knowledge of relevant statutory regulations and best practice guidelines for charity retail management, including Trading Standards, Health & Safety, COSHH, Gift Aid, GDPR, employment law. * Safeguarding of Vulnerable Adults * Able to manage challenge situations and people effectively. * Knowledge and understanding of issues surrounding homelessness * Demonstration of a belief in and the ability to adopt and promote the Emmaus ethos and principles * An understanding and interest in environmental sustainability |
| **Other:**   * Ability to work unsocial hours and undertake local and UK wide travel as and when required * Full, driving licence and own transport appropriate for business use on a daily basis. * An enhanced DBS check will be required | **Other:** |