

Mid Antrim Animal Sanctuary JOB DESCRIPTION

JOB TITLE:	Retail Manager
REPORTING TO:	Centre Manager
RESPONSIBILITY FOR:	Retail Supervisor / Shop Volunteers
DURATION:	Permanent subject to satisfactory completion of a period of probationary service of 6 months
SALARY:	£20,508 with pension contributions (currently under review) Time off in Lieu in place for any additional hours worked. (TOIL)
HOURS:	35 hours per week 9:30 to 4:30 am Tuesday to Saturday Some flexibility in the working hours may occasionally be needed and the postholder will be required to provide cover and management at other charity shops.
LOCATION:	MAAS Charity Shops – 7 Castle Way, Antrim. BT41 4DN Unit 1, Murrayfield Shopping Centre, Larne BT40 1HU

PURPOSE OF THE JOB:

To manage Mid Antrim Animal Sanctuary charity shops ensuring efficient and effective management of staff and volunteers, premises and stock to provide a quality retail service and achieve agreed sales targets.

To recognise opportunities for shop development, gaining donations, selling online, and recycle to maximise sales revenue while maintaining the ethos of the Sanctuary.

MAIN FUNCTIONS OF THE JOB

1. To maximise shops income and achieve sales targets of all donated goods.
2. To act as a key holder; to open and close the shop premises during the agreed trading hours and to ensure the premises are secure on leaving. To respond to any emergency, call out when necessary.
3. To ensure that the shop premises are clean and tidy at all times and that goods are displayed in an attractive, presentable and saleable manner.
4. To supervise and support staff and shop volunteers, liaising with them concerning presentation, targets, rotas etc.
5. To recruit, support and supervise the work of staff and volunteer assistants, encouraging development on a continuous basis and an active interest in the shop and the organisational ethos.

6. Deliver a high standard of training to all volunteers, ensuring a comprehensive induction and continuous training as necessary. Emphasis must be placed on customer service, H&S requirements and products that can be sold within the shops. Training records must be maintained as documentary evidence.
7. To ensure that the shops are adequately staffed at all times and establish appropriate rotas.
8. To generate stock donations to meet sale requirements; working with and organising staff and volunteers to accept, sort, price and display stock in accordance with policy and Health and Safety procedures.
9. To manage electronic point of sale and develop the potential for maximising Gift Aid via donations.
10. To maximise online selling potential and generate sales as appropriate.
11. To develop a programme of themed window displays and to work with the Centre Manager to incorporate other aspects of the charity's work at regular intervals in both the shops/displays.
12. To take responsibility for stock control, including disposal of unsold donations at the best possible return in line with policy guidelines.
13. To make monthly reports to the Centre Manager on both the financial performance of the shop and regulatory H&S checks.
14. To ensure that all cash handling procedures are adhered to at all times and that the cash generated within the shops is deposited at the bank in an effective and timely manner to minimise the risk of loss.
15. To reconcile all shop income on a weekly/monthly basis and deal with all financial discrepancies in a timely manner and put in place areas for improvement and accountability.
16. To assist with maximising any of the Charity Shop fundraising and marketing opportunities, including sales of MAAS promotional items.
17. To ensure that all issues within the shops are resolved quickly and effectively following policy and procedures..
18. To ensure that staff and volunteers are aware of and comply with MAAS Health and Safety Policy.
19. To review the Shop policy and shop Health and Safety Policy providing feedback to the Centre Manager of any changes that may be necessary.
20. To ensure statutory responsibilities are met concerning Fire regulations.
21. To address all maintenance requirements in the shop/s and ensuring a safe working environment for members of the public, staff and volunteers.
22. To report to the Centre Manager any incidents or areas of possible risk in the charity shop's premises to comply with MAAS Health and Safety Policy.
23. To ensure that MAAS Equality and Diversity Policy is adhered to.
24. To maintain confidentiality and adhere to the Sanctuary's GDPR policy.
25. To co-operate and comply with the Sanctuary's Health and Safety policy and procedures.

26. To undertake other duties which are consistent with the duties and responsibilities of the post as required by the Centre Manager

OTHER INFORMATION

Staff Appraisal

The post holder will be required to participate in regular individual appraisals linked to personal development with the Centre Manager or any appointed member of the Board of Trustees

Annual Leave

The annual leave entitlement will be 17.5 working days plus 10 public and bank holidays. Where they fall on a normal working day and the Charity shop is required to be open an alternative day off will be provided.

Changes to Job description

This job description will be reviewed occasionally and may be amended due to the changing needs of the charity.

Post: Retail Manager		
Requirements	Essential	Desirable
Qualifications and Experience	<p>2 years of proven retail experience to include:</p> <ul style="list-style-type: none"> • Managing a team and staff rotas • Analysing sales and achieving sales targets • Experience of cash reconciliation and controls. <p>Experience of pricing, merchandising, stock control and operation of an EPOS system.</p>	<p>Experience of managing volunteers in a charity environment</p> <p>Experience of using social media to increase sales</p>
Skills and Knowledge	<p>Relevant product knowledge</p> <p>Good commercial acumen with the ability to effectively identify and exploit opportunities to increase profit and plan and monitor budgets.</p> <p>Excellent communication and interpersonal skills</p> <p>Excellent time management skills, with the ability to prioritise a busy and varied workload.</p> <p>Computer Literate with good knowledge of Microsoft Office packages</p>	<p>Demonstrable understanding of current gift aid legislation</p>
Other	<p>Flexible working hours including evenings and weekends as required</p> <p>Clean driving licence</p> <p>Ability to connect with the ethos and vision of Mid Antrim Animal Sanctuary</p>	