

Job Description

Job Title: Retail Co-ordinator

Reports to : Retail Operations Manager

Location: Home Based

Grade Band: E

Purpose

We are seeking a self-motivated and organised Retail Co-ordinator to oversee the operational aspects of our retail estate remotely, specifically for Shaw Trust. This role entails managing both reactive and planned maintenance activities, various administrative tasks, and fostering a supportive environment for the retail team. The ideal candidate will possess excellent communication skills, strong attention to detail, and the ability to effectively co-ordinate with various stakeholders.

Main Duties and Responsibilities

Maintenance Coordination:

- Manage and coordinate reactive and planned maintenance activities across all retail shops.
- Raise requisitions, process purchase orders (including goods received), and add/remove suppliers as necessary.
- Ensure timely resolution of maintenance issues and adherence to budgetary constraints.

Administrative Support:

- Order stationary supplies for each shop, ensuring adequate inventory levels and cost-effectiveness.
- Collate Health and Safety documentation on SharePoint, ensuring compliance with regulations and accessibility for relevant stakeholders.
- Maintain accurate records of administrative tasks, including procurement, health and safety documentation, and other relevant information.
- Maintain instructions, guidelines and procedures for staff and volunteers including Service Operating Procedures/Systems of Work, Retail Manual/Handbook and Volunteer Manual/Handbook.

Financial and Reporting Oversight:

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- Liaise with internal management to escalate any anomalies with invoices and payment to the Manager and Operational Leads. Ensure budget requirements are at the forefront of all escalations.
- Ensure actions are carried out timely for the month-end deadline.
- Collect, collate and disseminate management information for use in the delivery of our service.
- Produce high level, accurate analyses, and reports management information for internal and external use.
- Develop and implement quality processes for use across the estate.
- Ensure that all auditable requirements are meticulously maintained to uphold best-in-class standards for both internal and external audits, fostering a culture of compliance and accountability.

Stakeholder Communication:

- Operate a customer-focused culture to designated standards of service, ensuring customer feedback is appropriately reported and addressed.
- Utilise necessary in-house communication systems, including email and telephone, to respond to Shaw Trust staff and external organisations.
- Recognise the needs and differing communication styles required across a geographically dispersed team.
- Participate in team meetings, share ideas and best practices, take minutes, and disseminate information in a timely manner to the team.

Team Integration and Support:

- Occasionally travel to shops to truly integrate with the team and provide on-site support.
- Support upskilling of Shop Managers if required, providing guidance on maintenance procedures, administrative tasks, and best practices.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

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4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title: Retail Co-ordinator

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**
- Proven experience in coordinating maintenance activities, administrative tasks, and team support, preferably in a retail or similar multi-site environment. **(D)**
- Strong organisational skills with the ability to prioritise tasks and manage multiple projects simultaneously. **(E)**
- Excellent communication skills, both written and verbal, with the ability to interact effectively with diverse stakeholders. **(E)**
- Knowledge of relevant regulations and compliance standards related to retail maintenance, administrative functions, and Health and Safety. **(D)**
- A qualification in Facilities Co-ordination, Business Administration, or a related field preferred. **(D)**

Experience

- Excellent administration skills including experience of minute taking and an ability to analyse and produce accurate statistical reports. **(E)**
- Excellent working knowledge of computer software packages particularly those in the Microsoft Office Suite i.e. Word, Excel, PowerPoint and Outlook. **(E)**
- Demonstrable experience of providing excellent customer service skills **(E)**
- Understanding of data protection and information security **(E)**
- Experience of working to specified targets, quality standards and compliance measures. **(D)**
- Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport **(D)**

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Skills and Attributes

- Excellent interpersonal and communication skills **(E)**
- Good at building relationships with both internal and external stakeholders **(E)**
- Ability to use initiative when required and take a problem solving approach to work tasks **(E)**
- Ability to work well as part of a team and independently when required
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. **(E)**
- Excellent organisational skills. **(E)**

Personal qualities, communicating and relating to others

- Ability to work on own initiative and as part of a team. **(E)**
- Ability to negotiate, influence and persuade at all levels. **(E)**

Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a **DBS at Basic Level (E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**