



## **Retail Manager – Regional Recycling Centre**

### **JOB DESCRIPTION**

**Job Title:** Retail Manager – Regional Recycling Centre

**Salary Range:** £17,000 - £22,000

**Reports to:** Regional Manager

**Location:** Doncaster

#### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

#### **What we need?**

We need a Retail Manager to manage the Regional Recycling Centre delivery, in line with company policy, in order to maximise profit and to help increase the profile of Shaw Trust. To communicate regularly with the Regional Manager on all operational and other relevant issues that affects the running of the operation.

#### **Are you right for the job?**

- Do you previous experience of working in a Retail environment?
- Do you have a strong track record of achieving targets and working with budgets?
- Do you motivate people, work well in a team and stay focused under pressure?
- Do you have strong organisational skills?

## Person specification

**Job title: Retail Manager – Regional Recycling Centre**

(E = Essential D = Desirable)

### Competencies

- 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 to fulfil the organisations mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

### Technical competency (qualifications and training)

### Experience

- Managerial experience **(D)**
- Previous retail experience **(E)**
- Previous charity retail experience **(E)**
- Awareness of managing a budget **(E)**
- Retail Management experience **(D)**
- Experience in training and/or employment services **(D)**
- Experience of working with vulnerable groups of people **(D)**

### Skills and Attributes

- Excellent customer service skills **(E)**
- Knowledge of brands and their values **(E)**
- Strong numerical skills **(E)**
- Good organisational and time management skills **(E)**
- Commitment to achieving challenging targets **(E)**
- Good ICT skills including Microsoft office packages **(E)**
- Ability to interpret spreadsheets **(E)**
- Good knowledge of local community activities and events **(D)**
- Ability to recruit volunteers **(D)**
- Experience of online selling **(D)**

### Personal qualities, communicating and relating to others

- Excellent communication **(E)**
- A flexible approach and ability to cope with varying demands of the role **(E)**
- Ability to build and maintain excellent working relationships with others **(E)**
- Willingness to travel **(D)**

### Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Criminal Records Bureau disclosure at Enhanced level **(E)**

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<b>Other</b>
<ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li></ul>



### **Main Duties and Responsibilities**

1. Responsible for the day to day management of the RRC operation, ensuring stock is collected, prepared, and despatched, across Retail shops enabling them to achieve its maximum trading potential
2. In conjunction with the Regional Operations Manager effectively manage the financial performance of the RRC, working to exceed all agreed objectives
3. Co-ordinate the logistics of collecting stock, from around the local area, and moving stock from RRC into retail shops
4. Monitor stock continuously; develop innovative stock collection approaches. Regularly liaise with Regional Operational Manager with respect of stock management and quality
5. In conjunction with the Team Leader or relevant adviser, ensure that the all Shaw Trust clients employed within temporary paid roles at the Recycling Centre (part funded through Department of Work & Pensions Supported Business funding) receive adequate and relevant training and that employment activities are co-ordinated to help clients move towards open employment.
6. Recruit, train, and manage all paid/unpaid staff ensuring that there are sufficient and suitable resources deployed at all times
7. Create and maintain safe and effective working practices at site .
8. Create a culture of continuous improvement, innovation, and recognition.
9. Keep all staff informed of all operational matters and communicate any Head Office instructions.
10. Promote high standards of customer care, making staff and volunteers aware that customers should be treated with courtesy and attention at all times. Develop strong relationships with local community.
11. Create regular reports on the projects performance in relation to stock quality and control

12. Develop and maintain all administrative procedures and complete appropriate paperwork accurately and on time.
13. Adhere to health and safety regulations and ensure that staff and volunteers work in a safe manner and are trained to use equipment.
14. Notify the Regional Manager of any repairs or maintenance that is required.
15. Identify suitable stock to generate sufficient income to cover costs and create contribution.
16. Publicise and promote the service in line with Shaw Trust and partner organisations PR and marketing policies.
17. Take full advantage of any local activities that offer either additional sales opportunities or promote the work of the Trust.
18. Attend Regional meetings and other meetings as required.
19. Adhere to Shaw Trust policies and procedures and quality standards
20. Promote the Trust's aims and objectives and to behave to the Shaw Trust values at all times

### **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 of 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.
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.

6. The Trust has an Equality and Diversity 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.
7. 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.
8. 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.

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