



Job Description **Retail Manager**

The Isaiah Project is a charity formed by Hazel Copping and Southend Christian Fellowship in 2008. Opening doors of opportunity and hope to the vulnerable and disadvantaged in the community, we help people get back on their feet, providing ongoing support and friendship, help with benefits, training in life skills, volunteering opportunities and accommodation

Do you have retail management experience? Are you a commercially aware manager with a passion for charity, and keen to engage with the local community? Can you inspire and be inspired? Can you deliver great customer service?

If so, we are currently recruiting a Retail Manager, to take overall responsibility for our four charity shops in Southend. In this varied role the successful candidate will be instrumental in making sure the four charity shops are relevant to the local community. As well as maximising sales and profit in the shops you will also ensure the very highest standards of presentation and customer service – your aim will be to make The Isaiah Project shops the best in the area, for customers to visit and for your colleagues to work in.

You will need to be well organised with great communication skills to lead your team of staff and volunteers in the shops to maximise sales and profit.

The role also includes the management and supervision of our van, the delivery and collection service and the team of staff and volunteers engaged in this part of our business.

However, it is not all about 'business'. The Isaiah Project's strapline of 'Opening Doors to Change Lives' is also an integral part of the philosophy of our charity shops. While you will be responsible for the sales and running of the shops you will also be expected to foster an atmosphere where people can gain confidence and a sense of family. We see each shop as a 'community centre' for many who find the friendship and interaction with our staff a really positive experience. The shops also provide volunteering opportunities and for some this has been a means of growing in confidence and gaining experience enabling them to step back into the workplace.

Specifically the role entails:

- Being responsible for the day-to-day operational running of one of the shops.
- The overall management of the three other shops in the borough to include ensuring they are open six days a week.
 - Overseeing all window displays
 - Overseeing ragman pick-ups (5 per week)
 - Overseeing stock rotation
- Working on a Saturday.
- Providing management cover in any shop as needed.
- Guiding, inspiring, and engaging the volunteers.
- Managing paid staff and volunteers.
- Managing jointly the Office Administrator
- Providing training, development, work reviews and appraisals for paid staff to enable them to perform their jobs efficiently and effectively.
- Providing relevant training for volunteers.
- Organising the staffing rotas to ensure the shops run effectively.
- Ensuring that all staff/volunteers comply with The Isaiah Project's policies, procedures.
- Banking daily according to The Financial Control Policy and ensuring all shops comply.
- Ensuring all financial, cash handling and security procedures are adhered to as per The Financial Control Policy.

The Isaiah Project

Opening Doors to Change Lives



- Holding the shop keys, ensuring that the shop is secure whenever it is left unattended.
- Notifying the local police and the Isaiah Project Office in the event of a break in, shop lifting or security incident and the council with regard to fly-tipping.
- Notifying the HR Manager in the event of suspected theft or dishonesty by any member of staff.
- Leading by example and getting stuck in! (For example, sales, stock processing - sorting, pricing and displaying donations).
- Implementing effective processes to support the smooth running of the shops/stock rooms.
- Maintaining a high standard of presentation, both in the windows and the interior of the shops.
- Through good management, achieving and maintaining high standards of housekeeping, organisation and cleanliness throughout the shops including the sales floor and stockroom
- Ensuring compliance in all shops with Health & Safety Policy
- Undertaking Health & Safety and Fire Risk assessments in all shops
- Training and managing the staff and volunteers who operate the van, both drivers and assistants
- Organising the van staffing rota
- Undertaking work reviews and appraisals of all van staff

The successful candidate will have the following skills/experience

- Highly organised
- Have a natural flair for motivating and developing others
- Proven management experience gained in retail or charity sector
- Commercial awareness
- Managing a diverse team of people
- Running a shop
- Experience of working for a charity
- Ability to plan, organise, prioritise, delegate and review workloads of volunteers/paid staff.
- Confidence with customers on a face-to-face basis, in order to generate sales and increase customer usage of the shop.
- Ability to deal with any situation which may give rise to conflict.
- Numeracy Skills - Able to add, subtract, divide and multiply up to four figures in order to complete accurately weekly income/banking sheets.

All employees are expected to:

- demonstrate a positive, friendly, helpful and gracious attitude at all times,
- be punctual to work,
- dress appropriately for the role for which they are employed,
- maintain a clean and tidy appearance,
- maintain a high level of integrity with regard to their work and in their dealing with others,
- be honest at all times, and
- make every reasonable effort to fulfil their responsibilities, and to help other employees wherever possible.
- Perform other duties as and when required within the Isaiah Project by agreement with the Senior Management Team/Trustees

Application forms are available, on request, from Linda Saville (email linda@isaiahproject.co.uk)