



Charity retail manager

£24,000 full time

12-month fixed term contract (with potential option to extend)

37.5 hours per week (can be flexibility split across Monday to Saturday)

25 days annual leave

Avensure employee support services

Basic pension contribution 3%

About the role

Gilgal Birmingham is recruiting for a new role to help us open our first charity shop. The Retail Manager leads and supervises all activities associated with efficient, effective and profitable operation of this retail business. All activities and efforts are performed in compliance with Gilgal's ethos, mission, strategic aims, organisational objectives, policies and procedures.

Job description

- To ensure effective and efficient day-to-day operations by maximising sales to achieve operational and profit targets
- To ensure day-to-day retail operations deliver agreed standards for quality, culture and legislative compliance
- To execute, control and ensure that expenditures are within the approved line items and budget as identified by the Business Manager
- To ensure that all activities under supervision are engaging, enabling, empowering and holding to account the team members
- To help devise and deliver training on standard work to team members so that retail activities are delivered to the agreed brand standard including customer service, merchandising, pricing, stock control and culture
- To maximise Gift Aid income from donated goods
- To ensure that volunteers are trained, supported and supervised to provide a significant and contributing resource to business activities
- To ensure all financial management, cash handling, daily banking and security procedures are followed
- To be pro-active in the generation of donated stock, managing stock collection efficiently and effectively in accordance with Gilgal guidelines
- To process donated stock to the agreed standards and timescales
- To minimise stock loss
- To ensure the appropriate standards of cleanliness are maintained throughout the retail areas

- To actively promote through use of social media, printed material, and word of mouth all Gilgal initiatives and campaigns to promote awareness of domestic abuse and cohesive behaviour, and link women to support services.

Other duties

In conjunction with the Management, organise and attend workshops and events to further the awareness of the Gilgal charitable objectives.

Any other duties and responsibilities as required by the CEO to support the efficient running of the Gilgal charity shop.

Personal specification

Skills

Essential

Retail experience

Customer service

Cash/till system management

Stock management

Experience of complying with Health & Safety regulations

Effective time management, administrative, and organisational skills

Effective verbal and written communication

Effective listening

Ability to remain calm under pressure

A positive customer services attitude

Able to supervise staff and volunteers

Able to work as a team member and team leader

Ability to relate to and work with a variety of people

Ability to prioritise workload, balancing competing demands

Ability to delegate

Desirable

Competent IT user including Microsoft Office 365, Teams, Zoom, internet and email

Public speaking and / or networking experience

Retail management experience

Charity, recycling, or second-hand retail experience

Other

Self-motivated and able to work on own initiative

Flexible and adaptable attitude to work

Willingness to undertake further training and/or learn new skills where appropriate

Awareness and understanding of Equal Opportunities

Respect of confidentiality issues

Empathetic and understanding of a wide range of needs and experiences

Effective team player, with the ability to lead and delegate

Ability to engage with clients, volunteers, staff and wider public

Commitment to environmental sustainability and social development