

Job Description and Person Spec



Job title: Retail Manager

Reporting to: Social Enterprise Manager

Purpose: To manage the operations of our retail stores based at Taurus Crafts, developing strategy and ensuring an efficient and profitable running of all retail aspects. To be an organised team member working with trainees and apprentices ensuring their safety and welfare.

Main purpose of the role

- To develop our Retail Strategy and operations to support the objectives of Taurus Crafts
- Ensure efficient and profitable running of each department
- To provide for the sustainability of the Centre
- To be active in the ethically sourced market through the presentation of fair-trade products, care for the environment and support the local economy
- To manage retail outlets and deliver business performance in line with annual objectives
- To be a member of the management team of Taurus Crafts
- To show personal leadership and impact in relation to the social objectives of Taurus Crafts

Main responsibilities

1. Manage Taurus Crafts' commercial retail undertakings to ensure the smooth, efficient, and profitable running of the department in accordance with the Trust's vision and the strategic objectives
2. Contribute to the business planning and fulfil role of budget-holder so that each year's development objectives and a budget are agreed.
3. Lead, motivate and develop the retail team to maximise potential and to ensure that staff members and volunteers meet personal goals and achieve service excellence.
4. Oversee the buying, storing, visual merchandising and selling of stock, including the planning and carrying out of special promotional activities.
5. Develop effective stock control mechanisms to improve the ordering, stocking and selling of products with the objectives of improving sales performance and retail margins.
6. As a member of the management team:
 - a. Contribute to the overall management of the Centre operations and work with the Centre manager to ensure the sustainability of Taurus Crafts.

b. Contribute to the development and implementation of policies, procedures and practices throughout the centre to ensure statutory requirements are met and the strategic objectives of the Local Management Committee are achieved.

7. Collaborate within Taurus enterprises, businesses operating from our site and with regional Camphill Village Trust communities to support the development of a sustainable visitor Centre operation with a strong retail focus.

8. To undertake any other duties that may be required for the effective operation of Taurus Crafts.

Person specification

Experience

- Previous experience of retail management
- Experience of supervising / line management of a team
- Experience of working with electronic stock and sales management systems.
- Experience in a zero-waste/refill retail setting
- Demonstrable experience of working in an 'ethical' retail environment.
- Able to follow the safety and welfare of trainees and apprentices.
- able to manage all retail aspects such as selling, buying, merchandising and promotions
- Proven experience of managing a budget

Qualifications

- Good general level of education

Skills and knowledge

Essential

- An ability to work with our mixed abilities team
- Awareness and application of Health & Safety procedures
- Ability to work with limited supervision, to make decisions and work on own initiative
- Excellent customer service skills
- Good organisational and interpersonal skills
- Can demonstrate a creative approach to problem solving

Desirable

- Able to create learning and employment opportunities for adults with learning disabilities.

Competencies

| Competency | Definition |
|--|--|
| Managing your team effectively | Manages a staff team which is engaged and motivated towards the achievement of service development goals. Ensures all staff members understand their responsibilities and perform to acceptable standards, with any performance issues being managed swiftly and appropriately. Develops, mentors and coaches' staff to ensure their personal development needs are met and managed. |
| Respecting and understanding others | Treat others with respect, dignity, honesty and equality and recognise that they may have different viewpoints, beliefs or values. Understand issues from others' viewpoints and build an atmosphere of trust and openness. |
| Effective communication | Is able to communicate effectively with others. Recognises the needs of others and adapting their communicate style to match the situation. |
| Results and quality focus | Is conscientious, strives to complete work to high standards and looks to improve and maintain the quality of performance in themselves and others. Completes work with the best interests of others in mind. |
| Problem solving and decision making | Make timely, appropriate and difficult decisions, involving the right people, as necessary. Collect, evaluate and interpret information, quickly grasping the important issues. Resolve problems effectively, exploring alternative solutions |
| Resilience to change and challenges | Is open to change and embracing new developments/initiatives, adapts well in new and unfamiliar situations responding to changing plans quickly, works independently without direction, is resilient and copes well in emergency situations. |

Other requirements

Satisfactory disclosure (DBS).

- Hours: 37.5 per week
- Wednesday - Sunday 9.30am - 5.30pm