## **Retail Manager – Job Description**

## **The Company**

SOFA Project is one of the UK’s leading re-use charities. Dedicated to providing low cost furniture, appliances and clothing, we divert re-useable bulky waste from landfill whilst raising awareness of re-use among our customers and donors.

We are also a leading member of the Reuse Network, a national body for over 300 UK community organisations re-using furniture and appliances for the alleviation of poverty and helping to reduce materials going to landfill.

## **Role Purpose**

The Retail Manager role is to effectively manage the daily operations of our retail stores, proactively supervise the flow of stock in and out and maintain high standards of merchandising within the stores in order to maximise sales.

## **Reports To**

The Retail Manager will report to the CEO.

## **Job Overview**

## **Responsibilities and Duties**

The role holder will be part of the SMT & will be responsible for the day to day management of the retail operations within SOFA Project. This will involve managing the small team of paid staff that work within our stores, ensuring sales targets meet KPIs and developing & delivering a pricing policy that combines revenue with our affordability requirements which are part of our charitable objectives. We are seeking to develop our retail arm and the Retail Manager will play a major role in supporting our expansion.

A key responsibility will be to ensure that there is effective product rotation within the shops and to select appropriate curated stock from our warehouse on a regular basis so that new products can be put on display to provide maximum choice for our customers, liaising with the Warehouse & Stock Manager to maximise reuse and minimise waste in line with targets.

This is a hands-on role which will involve working in the stores when required and serving and selling appropriate merchandise to our customers, and some manual handling as the role-holder will be expected to support in effectively displaying and merchandising stock within the shops.

Other responsibilities include:

* Day to day management and leadership of shop staff including performance management and development
* Appropriate pricing of stock to ensure that revenue is maximised for the charity
* Marketing our retail offering
* Developing our online sales presence
* Cost control
* Security and maintenance of the shops
* Ensuring Health and Safety requirements are met
* Working with, supporting & developing vulnerable staff & placements

## **Person Specification**

In order to be successful in this role, the ideal candidate will have:

* 3-5 years retail management experience
* High level of customer service orientation
* Strong alignment to the Company’s values and philosophy
* Target driven mentality
* Solution focused, creative and logical thinker
* Strong attention to detail
* Self-motivation, resilience and ability to be assertive
* Excellent communication skills
* Strong IT skills to include Microsoft Office; demonstrable & positive experience in using Social Media
* Adaptable and flexible depending on the needs of the business
* Ability to work on own initiative
* High levels of integrity
* Ability to lead and coach

*The above is an indication of the scope of the role, however it is not limited or restricted to the above tasks. Please note that this role is subject to a DBS check which will be made at the company’s expense.*

 **Salary**: £21-23K pa (depending on experience)

 **Hours**: Full time, including some Saturdays

 **Based**: Across our three sites- Gloucester Road, Old Market & our warehouse in St Phillips

 **Application:** By CV & covering letter emailed to npeck@sofaproject.org.uk. Postal copies will

 not be considered. Closing date 30th April 2019