

PATCH

Pembrokeshire Action To Combat Hardship

Retail Manager – Job Advert

Pembrokeshire Action to Combat Hardship (PATCH) is looking to appoint a dynamic, forward thinking Retail Manager to lead our retail arm. We are looking to take our next step as an organisation and need the right candidate to help us on this journey. The post-holder will be responsible for the implementation and success of our retail clothes shop in the heart of Milford Haven. The post-holder will be focussed on developing a commercially successful enterprise and generating income for PATCH.

We are looking for someone who understands the causes, impacts and consequences of poverty. Previous experience in a retail role would be an advantage. The post-holder will work under the direction of the General Manager and will be responsible for a small team of volunteers.

We are looking for an individual who will be self-motivated, strategic and compassionate to our clients and customers. This post is initially offered for three years (from the date of commencement). The post-holder is expected to reach mutually agreed sales targets in order to ensure the continuation of their role past the three year mark.

The successful candidate can expect:

- A wonderful and inclusive team
- A supportive and passionate Manager
- An active and involved Board of Directors

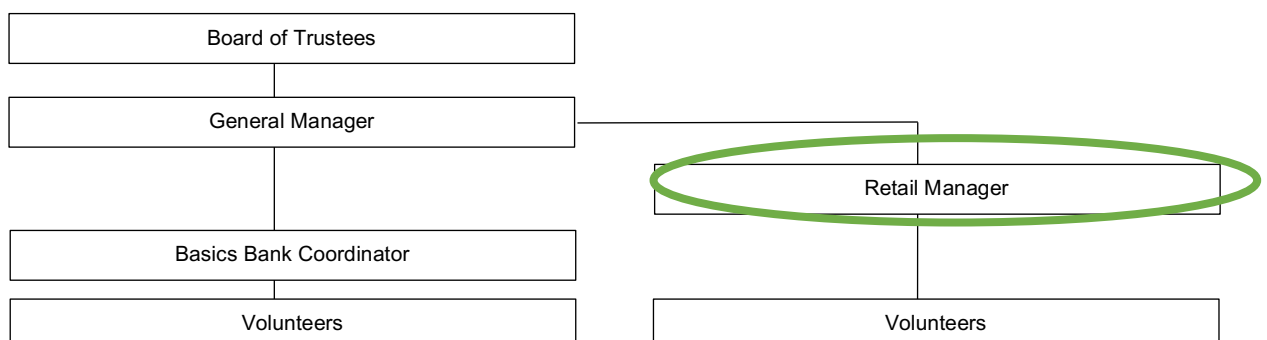
Location: Milford Haven

Salary – **£23,900**

Hours of work – 5 days per week (Monday – Saturday)

Applications close: **Friday 11th February 2021**

Please apply by sending a CV and covering letter via email to Marina Evans – Company Secretary **rev.marina.evans@hotmail.com**. Your letter should clearly evidence your suitability to the person specification.



Job Title	Retail Manager
Job Purpose	To create and sustain a commercially viable, income-generating clothing shop. To manage a team of volunteers and provide an excellent standard of customer service.
Key Objectives	- Optimise sales of donated stock and maintain the appearance of the shop - Manage the day to day retailing activity of the shop, undertaking physical tasks where required and delegating to volunteers where appropriate - To be responsible for all aspects of Health & Safety in collaboration with the General Manager - Deputising for the General Manager as and when required
Main Duties	- Ensure accurate accounting and handling of assets - Ensure the shop is presented to the highest standards - Ensure a high standard of administration and accounting - Manage rotas to ensure adequate cover - Lead and develop volunteers to ensure objectives are met - Prepare and complete all shop administration including cash handling and banking functions to the highest standard - Review weekly sales figures and from these identify ways to maintain and maximise income - Undertake additional or other duties outside the key job duties, as the Trustees or General Manager may reasonably require -
Reporting to	General Manager
Responsible for	Volunteers
Professionally accountable to	Board of Trustees

Person Specification	Essential	Desirable
Enthusiasm and passion for retail	✓	
A good working knowledge of maximising sales in a retail environment	✓	
A good standard of literacy, digital literacy and numeracy	✓	
Proficient in the use of Microsoft Office systems	✓	
Experience of working in a similar role	✓	
Experience of leading and developing a team of volunteers	✓	
A good knowledge of visual merchandising		✓
An understanding of the causes, impacts and effects of poverty	✓	
Excellent customer service and empathy skills	✓	
Ability to work on own initiative		✓
A full, UK Driving License		✓