

Jerry Green Dog Rescue Job Description Head of Retail

Reports to: CEO

Responsible for: Charity Retail Manager

Salary: From £45,000 per annum

Place of Work: Hybrid – Home and JGDR Retail Shops (Gainsborough, Brigg, Ashby, Scunthorpe, Retford), with the expectation of one day per week in the Central Office - Broughton, North Lincolnshire, DN20 0BJ

Hours of Work: 35 hours per week

Main Purpose of the Job:

The prime purpose of the Head of Retail is to provide strategic leadership, planning, communication and overall management of Jerry Green Dog Rescue's (JGDR) retail and trading operation.

There are 3 key elements to the role

1. Drive the business through innovation, creativity and entrepreneurial outlook.
2. Develop the team through an empowering, psychologically safe and pro-active culture.
3. Represent the brand of JGDR in the community, to raise income and awareness and support the wider organisational goals and fundraising.

At JGDR we are ambitious. We are looking to rapidly grow our retail offer both on the high street and online which will require the appropriate resources, systems, manuals and processes in place to grow income successfully, safely, and in compliance with both the law and best practice.

Key Tasks and Responsibilities

- Create and develop an ambitious retail strategy, gaining input and approval from key stakeholders throughout the process, and regularly checking progress against key milestones.
- Agree budgeted income targets and related operating costs with engagement and input from the shops managers, signed off by CEO and Board. Produce a business action plan that reflects these targets, and take responsibility for achieving them whilst adhering to JGDR's accounting policies.
- Introduce a shops and trading handbook in conjunction with retail and trading staff and the wider organisational team to agree systems, procedures and minimum standards to ensure that all shops conform and represent JGDR's brand.
- Rapidly grow the business through effective planning and preparation of business cases for new shops including developing the E-Commerce business.

- Create, lead and role model an empowerment/accountability ways of working and champion a one team/one goal approach to retail development across the organization.

Strategy

- As a senior member of the team, contribute to the wider fundraising and organisational strategies.
- Grow the net profit of stores in line with the agreed strategy. Provide monthly reports for CEO and leadership team against progress.
- Develop plans with the e-Commerce Supervisor to develop and grow online activity working with Marketing and other online organisations.
- Form links with other charity shop organisations and share best practice, and keep abreast of current fashion and sector trends.
- To research, evaluate and develop new retail income streams including maximising the potential of Gift Aid on donated goods.
- Work with the Head of Fundraising and Marketing to maximise the net income across the two functions.
- To ensure that adequate sources of good quality donated stock are researched, developed, and maintained to meet the requirements of the organisation.

Operations

- To oversee the management of transport operations in order to maintain sufficient stock available for all stores and maximise income from recyclables.
- To ensure the correct buying and maintenance of an appropriate range of new goods for sale in the retail shops and the charity ensuring the full potential of these goods is realised.
- To develop, introduce and manage the necessary practices, systems and controls to ensure the operational, financial, administrative, and compliance efficiency of the retail organisation including required reports that help drive the business.
- To ensure that excellent communication mechanisms are in place throughout the retail operation and that appropriate forums are developed for staff and volunteers
- Develop and agree appropriate KPIs for retail with the CEO and input from the Retail team ensuring that they are monitored and met.
- To ensure that the shops support the charity's fundraising activities, for example through the use of window displays, flyers, posters, data flows and any lottery/raffle sales.

Leadership

The senior leadership team is undertaking a team development process and so this description may change but key responsibilities are:

- As a member of the Senior Leadership Team provide leadership across the organisation including building an honest, kind, inclusive culture and modelling a collaborative and positive way of working.
- Take joint responsibility for the development and implementation of the organisational strategy, effective risk management, organisational development and culture.

People

- Instil an empowerment/accountability way of working that provides tools, resources and training that empowers team members and provide agreed KPIs to hold individuals accountable for their area of work.
- Annually review all areas of development for managers and volunteers and to implement appropriate training as required with ongoing professional development through regular team meetings and coaching
- To ensure effective implementation of appropriate performance appraisal, disciplinary and grievance procedures for paid staff and effectively manage the complaints procedure.
- To develop and manage recruitment and selection procedures, along with succession planning, to ensure that the retail management team is appropriately skilled and professional.
- Work closely with the Volunteer and Community Fundraising Manager to ensure the recruitment, management and development of all retail volunteers. Provide ongoing development and training for Shop Managers in the management of volunteers.
- To develop and implement practices to ensure all paid staff and volunteers are updated on general Charity matters and all Charity staff updated on retail and trading matters.
- To ensure that retail managers meet on a regular basis to share best practice and own progress towards the income generation strategy objectives and organisational strategy objectives

Risk Management

- To ensure that appropriate practices, checks and risk assessment are developed to adhere to H & S, Fire, Trading Standards, and other regulations and legislation through active management.
- Ensure compliance throughout JGDR's retail and trading operations with all aspect of H & S at Work Act 1974 and with the charity current H & S policies.

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- Provide tools and training to empower managers to own risk management in their own shops and trading operations.

Diversity and Accessibility

Jerry Green Dog Rescue and Prospectus are committed to an inclusive and accessible recruitment process and encouraging equality and diversity among our workforces. We acknowledge that some candidates may require additional support to overcome barriers experienced during the application process. If you require any reasonable adjustments to support your application or interview, please contact us at: -

This role is primarily focused on our retail operations and, initially, will be entirely focused on retail. Our other trading activities (for example, paddock hire, merchandise, commercial boarding) may come into the remit of this role in the future

Person Specification Core Competencies

	Essential	Desirable
Qualifications & experience	<ul style="list-style-type: none"> • Experience in Charity Retail with evidenced history of success • Able to demonstrate your keen strategic and business planning skills • Experience in delivering and monitoring retail and e-commerce targets and KPIs • An accomplished and supportive line manager who leads by example and is committed to the professional development of your team • Experience and understanding of all Health and Safety, GDPR and risk management regulations 	<ul style="list-style-type: none"> •
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> • A great communicator, who can build enthusiasm with stakeholders and your team • Knowledge of EPOS systems including back office reporting • Knowledge of CRM systems • Knowledge of E-Commerce systems • Skilled in reporting against financial budgets to ensure performance is on track and implementing risk management mitigations where needed. 	<ul style="list-style-type: none"> • Working with Volunteers in a retail and e-commerce environment
Aptitude/ Behaviours	<ul style="list-style-type: none"> • A positive, solutions-led presence on SLT, open to providing input, challenge 	<ul style="list-style-type: none"> • Ability to work flexibly



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	<p>and feedback to colleagues and actively contribute to discussions</p> <ul style="list-style-type: none">• An innovative and creative thinker who enjoys problem-solving• Show commitment to the values of Jerry Green Dog Rescue and promote our work.• Contribute to, influence and respond to changes in Jerry Green Dog Rescue, sharing knowledge and information to benefit the organisation.• Self-motivated – tenacious, with high level of accuracy and good attention to detail. Show commitment to achieving high standards and objectives as well as being well organised – with a demonstrated ability to meet deadlines.• Self-awareness – positive attitude and can-do approach, remaining calm in a busy a multitasking environment, working to the priorities to a number of people.• Value yourself by taking responsibility for your own professional learning and development and presentation in the work place.• Valuing and respecting the contribution of others and welcome constructive feedback.• Be prepared to travel to other Centres if the work load dictates• Full, UK driving licence	
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I confirm I have read, understand and accept the above job description;

Name of Post holder:

Signed by Post holder:

Date:

