



## **Camden Mind Ventures Ltd**

### **Retail Manager**

#### **Job Description**

<b>Job title</b>	Retail Manager
<b>Accountable to</b>	Mind Ventures Company Director
<b>Responsible for</b>	A part-time Assistant Manager (currently 21 hrs per week), volunteers and others engaged in the operation and development of Mind Ventures charity shop
<b>Purpose of job</b>	a) To take full responsibility for all aspects of shop operations, with the purpose of ensuring the maximum amount of profit is gift aided to Mind in Camden as the parent charity b) To further develop the profitability of Mind Ventures operations, as agreed with the Company Directors

#### **Introduction**

Mind Ventures is a trading company limited by shares, it is a wholly owned subsidiary of Mind in Camden, a mental health charity. It operates as a separate company with management supervision and control (and limited administrative assistance) from the charity. The role of Company Directors is fulfilled by the CEO of the charity and a Mind in Camden committee member. The Retail Manager currently has a part-time paid Assistant Manager for 3 days per week. The purpose of the shop is to make a net financial contribution to the parent charity without constituting a drain on its financial or management resources. The Retail Manager is responsible for ensuring this happens. Specific duties are outlined below.

#### **Shop Operation**

##### **1. Premises**

- a) Ensure that premises open and close on time and are properly staffed
- b) Ensure that arrangements for keys and access are made
- c) Ensure premises are maintained and cleaned - undertaking basic maintenance and cleaning tasks alongside volunteers
- d) Ensure that Health and Safety legislation is complied with and that the premises are safe for volunteers and staff
- e) Ensure there are arrangements in place to deal with emergencies (e.g., broken windows etc)
- f) Ensure there are backup plans for when the postholder, assistant manager or volunteers are unable to attend

- g) Liaising and negotiating with Landlord and others involved in premises maintenance

## **2. Donated Goods**

- a) Create, agree and abide by guidelines on what goods we do and do not take
- b) Arrange and undertake collections where appropriate
- c) Ensure arrangements are in place for receiving and storing goods
- d) Ensure that saleable goods are sorted, appropriately priced and effectively displayed
- e) Ensure that special goods (e.g. designer labels, collectors' items, antiques etc) are identified and priced accordingly
- f) Identify other places to maximise the profit on special goods (e.g., dealers, ebay etc) and place accordingly
- g) Manage the sale of appropriate goods via eBay
- h) Ensure that goods that are not selling are promptly reduced in price or replaced with more saleable items
- i) Arrange for the profitable disposal of unsold goods
- j) Bought in goods are not currently sold, if they were to be the postholder would identify lines of goods to sell, risk assess profitability, monitor stock and evaluate sales performance

## **3. Finances**

- a) Ensuring that appropriate arrangements are in place for taking cash, providing receipts, refunds, floats, accessing safes and keys, cashing up and regular banking.
- b) Providing routine reports and records to Finance Dept and the Company Director
- c) Creating an income and expenditure budget for the shop each year and submitting to the Company Director and Finance Director for approval
- d) Forecasting income and expenditure as required
- e) Controlling income and expenditure
- f) Primary record keeping of cash book, summaries of daily takings and monthly takings
- g) Recording in agreed format and keeping sales book in agreed format
- h) Ensuring eBay sales and PayPal accounts are properly accounted for and managed
- i) Ensuring arrangements are in place and are regularly reviewed to minimise opportunities for theft and fraud
- j) Completing VAT returns
- k) Assist finance staff and external auditors in spot and regular checks on finance matters

## **4. Management of Volunteers and Assistant Manager**

- a) Recruiting, inducting, training, supervising and delegating tasks
- b) Dealing with disciplinary and grievance issues
- c) Administering volunteer expenses
- d) Working alongside volunteers and other staff in the general running of the shop

## **5. Accountability to Company Director**

- a) To act as Company Secretary to Mind Ventures including convening and servicing Company Director Meetings (i.e. producing agendas, estimates, minutes etc)
- b) Maintaining all necessary insurances
- c) Producing reports for the Committee of Mind in Camden (the sole shareholder) as required by the Company Director
- d) Meeting regularly with the Company Director to maintain accountability for shop performance

## **6. Developments and New Initiatives**

- a) Creating proposals for new developments and new initiatives to maximise gift aid given to the charity.
- b) Implementing them as agreed with the Company Director.

## **7. Further Duties**

- a) Ensuring that arrangements are in place to deal with untoward incidents (e.g. shoplifting, accidents) and that incidents are investigated and lessons learned
- b) Securing and ensuring the quality and cost effectiveness of maintenance and other services that cannot be undertaken by self or volunteers (e.g. sign writers, contractors etc)
- c) Ensuring that shop operations do not undermine the public image or values of the parent charity
- d) Ensuring that the shop operations are planned in such a way that it operates effectively during its opening hours even when the manager is not present (including annual leave and cover arrangements for sickness).
- e) Establishing and maintaining relationships with other local traders, including identifying competitors and monitoring their activities and comparative price checking.
- f) Dealing with customer complaints
- g) Abiding by all financial and other policies and procedures/agreed practice relating to the shop
- h) Keeping aware of and abiding by relevant legislation and government guidance, including health & safety, retail law, and pandemic measures.
- i) Ensuring that the shop cats employed to manage pest issues in the shop are cared for
- j) Other tasks as required for the smooth and effective operation of the shop and the Company

### **The Retail Manager is expected to:**

- ❑ Run the shop with a minimum of day-to-day supervision and support
- ❑ Recognise changes in circumstances promptly and adjust plans and activities accordingly.
- ❑ Find practical ways to overcome barriers and solve problems.
- ❑ Present information to the Company Director, volunteers, customers and suppliers/contractors clearly, concisely, accurately and in ways that promote understanding.
- ❑ Make best use of available resources.
- ❑ Act within the limits of their own authority.
- ❑ Be vigilant for potential risks and hazards and take effective steps to manage them.
- ❑ Take personal responsibility for making things happen.
- ❑ Take personal responsibility for effectively communicating with the Assistant Manager, volunteers, colleagues, the Company Director, donors and suppliers
- ❑ Develop volunteers by inducting, delegating work, training and coaching
- ❑ Deal with formal and informal disputes and complaints constructively

## **Main Conditions of Service**

- The post will be offered subject to satisfactory references, police checks and a six-month probationary period
- The salary is £22,000 p.a.
- Mind Ventures utilises the Mind in Camden auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme.
- Overtime is not paid, but time off in lieu is granted.
- The hours of work per week are 35. Shop opening hours are currently 10.00 – 6.00 Monday to Saturday, and may include Sunday and/or bank holiday opening. The pattern of working hours is to be flexible and co-ordinated with the Assistant Manager to ensure maximum management cover, and agreed by the Company Director. Occasional visiting during non-regular hours will be required.
- Annual leave entitlement is 25 days plus public holidays
- This job description may be subject to review



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#### **Person Specification**

*All areas in person specification are essential unless stated otherwise*

#### **Qualifications**

1. No qualifications are required but any retail qualification will be taken into consideration

#### **Knowledge**

1. Understanding of the principles of managing a profitable charity shop
2. Understanding of how to formulate, monitor and control retail income and expenditure budgets
3. Understand how to maximise profit in a charity shop selling donated goods
4. Understanding of selling on eBay or other online platforms
5. Understanding of legislation and regulations that apply to charity shops

#### **Experience**

1. Experience of work in a retail setting
2. Experience of being in day-to-day charge of a retail operation
3. Experience of managing volunteers (Desirable)
4. Experience in the charity shop sector (Desirable)

#### **Skills & Abilities**

1. Proactivity: ability to manage shop operations with minimal supervision
2. Good communication: effective communication and interpersonal skills, including the ability to produce written materials and have basic computer skills (Word and Excel)
3. Time management: ability to effectively plan and prioritise your own and others' workload
4. Leadership: ability to lead, recruit, train, develop, support and motivate staff and volunteers
5. Results focused: ability to meet objectives/targets with a drive to achieve results.
6. Health and Safety awareness: maintain an environment that is safe from hazards and complies with health and safety and other relevant legislation.
7. Exploiting business resources: sourcing, pricing and selection of goods.
8. Customer led: display, merchandising, ordering, selling, and customer service.
9. Applying commercial judgement: budgets, monitoring takings, financial controls.
10. Developing capability: ability to communicate the shop's purpose effectively to volunteers, and the public, and developing and delegating to volunteers.

11. Thinking and problem solving: ability to plan, analyse and negotiate resolutions
12. Promoting change: adaptable and flexible, identifies opportunities and generates new ideas.
13. Ability to safely lift heavy items and move goods around the shop
14. Ability to work flexible hours: according to the needs of the shop, including weekends

**Commitment to:**

1. Ensuring the shop is profitable and generates gift aid for the charity
2. Involving supervisees in the running of, and decision making about, shop operations
3. Taking measures to keep customers, volunteers and staff using the shop premises safe and well
4. Implementation of equal opportunities through anti-discriminatory practice
5. High levels of accountability for your work to the Company Director
6. Recycling
7. Mind in Camden values around mental health