

## Greyhound Rescue Wales Charity Shop Manager

### Job Description and Person Specification



**Job Title:** Part time Charity Shop Manager  
**Responsible to:** Retail Development Manager (GRW)  
**Location:** Ruthin.

**Salary:** £7.25 per hour

**Hours:** Averaging 22.5 hours per week, to be worked flexibly.

**Terms:** 6 month contract in the first instance.

#### **Role:**

The purpose of the Charity Shop Manager post is to maximise shop sales and profits by working with the Retail Development Manager to manage and coordinate the retail activities of the GRW Ruthin shop in order to support income generation for the running of our Sanctuary.

#### **Responsibilities:**

- Achieve agreed sales targets and maximise profits through effective cost control
- To effectively analyse shop financial data and take the appropriate action
- Ensure that a standard of excellence is maintained at all times with regards to customer care and supporter
- Ensure all financial, cash handling, administration, security, health and safety and trading standards procedures are followed. Minimise loss through security awareness and techniques and ensure key holders are available for emergencies.
- Generate additional income by using local fundraising, media and contacts, working with the Regional Fundraising Coordinator, as appropriate.
- Proactively generate donated stocks and receive donated goods, showing appreciation to donors at all times.
- Process, price and display stock to agreed standards and timescale.
- Ensure that effective processing systems are in place to meet the needs of the sales floor
- Support the sale of new goods, working with the regional fundraising coordinator, to enhance the store and provide an effective and appropriate point of sale.
- Recruit, manage, coach and develop the store volunteer team. Ensure adequate and appropriate cover for trading six days a week.
- Maintain a high standard of merchandising and display both in windows and shop floor.

To give them the life they deserve - Rhoi gwell bywyd iddynt

Registered Charity No 1059733

Email: [info@greyhoundrescuewales.co.uk](mailto:info@greyhoundrescuewales.co.uk) Tel: 0300 0123 999 Web: [www.greyhoundrescuewales.co.uk](http://www.greyhoundrescuewales.co.uk)



- Work in liaison with the Regional Retail Development Manager to maximise revenues available from shop floor space, regularly reviewing stock controls and management to ensure efficient turnaround of all stock and minimising stock holding levels.
- Maximise revenue to GRW through appropriate use of the Gift Aid Scheme.
- Promote and advocate on behalf of all GRW activities including fundraising and other retail trading including e-Bay and the online GRW shop operation.
- Protect the charity's reputation and integrity through an awareness and understanding of GRW brand and represent GRW in a professional manner that engenders trust and loyalty, exploiting any appropriate opportunities to maximize awareness of the charity.
- Effectively recruit, develop and train retail volunteers to increase their knowledge and maximise their potential

### **Essential skills and experience:**

- Able to communicate effectively orally and in writing at all levels.
- Excellent interpersonal skills
- Numerate
- IT skills, including the ability to utilise online selling packages, such as Ebay
- Knowledge and experience of charity retail, including a keen interest in fashion, collectibles and bric a brac
- Highly motivated and able to use own initiative
- Self starter, able to work effectively without direct supervision
- Commercially aware and with experience of working with sales and profit targets
- Demonstrable experience of recruiting and managing a diverse team of people, preferably within a retail environment.
- Good time management and prioritisation skills
- Able to work effectively under pressure
- Stock management skills
- Proven ability to deal with difficult customers and situations and to be non-judgemental working with people of all abilities
- An understanding of what we do and a willingness to engage with our vision and goals

### **Desirable skills experience:**

- Previous experience of working within the Charity retail sector.
- Have experience of working with volunteers in a retail environment.
- Successful experience of developing a retail store from a low start point.
- Previous experience of working for an animal charity in either a paid or voluntary capacity
- Ability to speak Welsh
- Knowledge of greyhound welfare

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