Kisharon
Education - Opportunity - Support
Jewish answers for learning disabilities

Retail Manager Job Description

Business: Equal, High Street Gift & Homeware Shop
Location: Temple Fortune, London NW11
Reporting to: Head of Social Enterprise and the Equal Advisory Board
Responsible for: Equal Shop, including employees, volunteers and some joint responsibility for people we support

Kisharon is an ambitious and innovative charity that supports adults and children with learning disabilities in the Jewish and wider Community.

Our vision – that people with learning difficulties will live in a world where they have the same opportunities as their mainstream peers.
Our mission – to support each unique person so they can progress, achieve independence, enjoy life and be included in the communities in which we live, through meaningful vocation and a fulfilling social life.

The Equal Shop provides a top quality retail service to the public and vocational opportunities to the people we support.

Purpose of the role

Manage all aspects of the Equal Gift & Homeware shop and the facilities. Maximise retail sales and profit and provide vocational opportunities for the people we support.

Main job tasks

- Responsible for the overall effective management and coordination of the store, including budgeting, ordering, driving sales, stock control and ensuring full compliance with policies and procedures.
- Source and buy suitable merchandise. Develop, expand and increase the range of products. Maintain relationships with existing suppliers while seeking new ones.
- Build customer base and footfall, sales, with the emphasis on quality and profitability to increase the market share.
- Meet sales targets by training, motivating, mentoring and providing feedback to sales staff.
- Develop annual business and buying plan taking in to consideration buying trends and predicting future sales utilising key data from past and current orders and sales, customer demand and feedback, suppliers and trade events.
- Promote, prepare promotional materials & displays and market the business, taking into account Jewish and other Holiday periods.
- Ensure high levels of customer satisfaction through providing an excellent service and positive ambience to customers.
- Maintain outstanding store condition, visual merchandising standards and always responsive to changes in customer demand. Liaising, reporting and proposing ideas to senior management.
- Interview, recruit, train and supervise staff with support by the HR dept. Manage and develop shop staff rotas, holidays and absence.

- Manage, roster and develop the staff and volunteers. Develop plans, set objectives, delegate tasks, monitor and conduct performance appraisals. Review training needs and develop careers paths.
- Help develop and facilitate the social enterprise aspect through close working with the Operational Team to provide meaningful vocation for people supported by Kisharon.
- Support volunteers and people with learning disabilities who work in the shop, to ensure satisfactory performance in line with the goals of the shop and Kisharon.
- Set up and analyse internal processes and systems, recommend and implement procedural and policy changes.
- Manage proactively all issues that arise from customers and/or staff (compliments, orders, purchases, refunds, complaints, grievances, etc.)
- Be a shining example of good leadership and high performance.
- Proactively ensure compliance with legislation and Kisharon policies, including health and safety, confidentiality and working with the Jewish Orthodox ethos.

Person Specification – Retail Manager

Factors	Essential	Desirable
Knowledge	Retail sector	Gift and Homeware
Experience	Retail Management – extensive Sourcing and Buying Retail marketing, store layout and merchandising Staff operational management in retail Customer service	Charity sector Care sector Experience in managing volunteers
Qualifications	Retail management qualifications or significant experience of running a high street shop.	
Skills and Ability	Successful business management and skill to generate and maximise profitability Strong customer service skills Excellent spoken communication skills Good numeracy, analytical and problem solving skills Solid up-to-date IT skills Strong people skills – influencing and negotiating positive outcome Ability to work lead a team with minimum supervision Highly organised and able to deadlines Creativity and an aesthetic eye Excellent attention to detail	
Personal qualities	Ability to multi-task and prioritise workload in a retail environment Team player, flexible and adaptable	

	Confident, reliable and trustworthy Tactful and diplomatic Enthusiastic and self motivated, proactive “can do” attitude Able to respect and get on with a wide range of people with different backgrounds, beliefs and abilities	

This is not an exclusive list of your duties and we reserve the right to require you to undertake any other or additional duties that are deemed reasonable by management and that fall within your capabilities.

KISHARON IS COMMITTED TO SAFEGUARDING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS AND EXPECTS ALL STAFF TO SHARE THIS COMMITMENT.

This job description has been received and agreed by:

Name: .....

Signature: .....

Date: .....