

RETAIL MANAGER



Location: One World Shop, St John's Church, Princes Street, Edinburgh, EH2 4BJ

Hours: 37.5 hours per week, 5 days a week including weekends when required

Salary: £16,500 per year

JOB SUMMARY

We are looking for an exceptional Retail Manager to join our experienced team in our new shop in Edinburgh's west end; someone who will create a visually fresh and inviting space, deliver excellent customer service and maximise the sales and profitability of the shop.

WHO ARE WE?

One World Shop is a long established fair trade retail company, founded in 1983 in Edinburgh. Our purpose is to source and sell sustainable and fairly traded products from across the world using an ethical and transparent framework. We aim to inform and inspire consumers about fair trade through the shop and via additional events and activities. We employ a Business Manager, Administrator, sales assistants and a strong team of committed volunteers.

JOB DESCRIPTION

MAIN DUTIES AND RESPONSIBILITIES

- Responsibility for opening and closing and ensuring the smooth running of the shop.
- Achieving and striving to exceed the daily sales targets through warm and personal customer service, passion around the products and enthusiasm for the shop's aims and objectives.
- Creating dynamic and regularly changing product displays to maintain the theatre of the shop's interior.
- Understanding and informing customers on the background and stories behind the products.
- Responsible for accurate till transactions and end of day cashing up.
- Being familiar with the EPOS system to ensure accurate stock transactions.
- Buying a range of products, as agreed with the Business Manager
- Managing the deliveries, unpacking, waste disposal, storage and accurate pricing of products.
- Implementing changes in the running and management of the shop, as requested by the Business Manager.
- Working with the staff team to achieve the business goals as set out in the annual Action Plan

VOLUNTEER CO-ORDINATOR DUTIES

- Co-ordinating the recruitment and training of new volunteers.
- Developing and retaining a strong team of volunteers, building up their roles to ensure excellent sales and customer service skills.
- Co-ordinate the monthly volunteer rota and ensure advance planning of rotas for busy periods such as Christmas and the Festival.

MARKETING DUTIES

- Inputting into the shop's social media presence, co-ordinating with the Shop Administrator.
- Organising regular promotional and B2B events with special themes, tastings and speakers.
- Participating in off-site stalls, displays and exhibitions to promote the work of One World Shop.

OTHER DUTIES

- Participation in core staff group meetings and the Annual Stocktake.
- Managing the packing up and delivery of Sale or Return stalls, Business Link orders and web orders.
- Ensuring the shop and stockroom areas are clean, tidy and adhering to health and safety regulations.
- Any other duties as required

ACCOUNTABILITY

The Retail Manager is accountable to the Business Manager and the Management Committee of the One World Shop. The One World Shop is an Equal Opportunities Employer. The post holder is expected to act within the spirit of equal opportunities in all his/her dealings with staff, volunteers and members of the public and to follow the agreed policy of the One World Shop.

HOLIDAY ENTITLEMENT

The post holder is entitled to 30 days paid leave with due consideration to demands on the shop and by prior agreement with the Business Manager. This rises to 35 days after 2 years employment and includes Bank Holidays.

PERSON SPECIFICATION:

- Retail management experience
- Excellent selling and people skills
- A flair for display, presentation and shop layout
- Ability to manage, motivate and train volunteers and staff
- First class numeracy and organisational skills
- Experience in stock management and range planning
- Passionate about and commitment to fair trade
- Ability to work well in a team and under pressure
- Computer literate

Please send your CV and a cover letter to [**info@oneworldshop.co.uk**](mailto:info@oneworldshop.co.uk)

Final date for applications 24th May 2018

Interviews conducted 29th – 31st May 2018