

## Head of Retail Person Specification

	SKILL	ESSENTIAL	DESIRABLE
1.	Senior-level experience in retail management	✓	
2.	Strong commercial acumen, analytical ability to interpret financial data, and excellent communication skills.	✓	
3.	Values-driven leader with a positive, solution-focused mindset and empathy for the charity's mission.	✓	
4.	Experience in multi-site retail management, ideally within the charity sector		✓
5.	Experience of claiming Gift Aid		✓
6.	Experience of working with and managing staff and volunteers.		✓
7.	Excellent time management skills, working to a schedule to meet reporting deadlines.	✓	
8.	Computer literacy including Excel, Word, Outlook and in house software.	✓	
9.	Well developed interpersonal skills, to work positively as part of a team.	✓	
10.	Excellent communication skills particularly with non-retail personnel and volunteers.	✓	
11.	Willingness to undertake relevant training, to maintain the highest levels of professionalism.		✓
12.	Understanding of the aims and objectives of Age UK South Cumbria.		✓

	<b>SKILL</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
13.	Experience of working as part of a Senior Management Team		✓