

## Job Description

<b>Job Title</b>	Head of Retail
<b>Job Purpose</b>	Strategic leadership and operational management of a multi-site retail network, including physical shops and E-Trading Department.
<b>Responsible to</b>	Chief Executive Officer
<b>Working with</b>	Retail staff and volunteers, Senior Management Team and wider Charity employees
<b>Responsible for</b>	Maximising net income and profit to fund the charity’s mission while maintaining brand standards and compliance.
<b>Hours and salary</b>	35 hours per week (5 days across 7 days) Salary £39,780 - £43,625
<b>Location</b>	Based in Kendal, but extensive travel around South Cumbria

## Tasks and Responsibilities

### Leading the charity retail offer

1. Strategic Planning: Develop and implement multi-year retail plans in line with the Charity Annual Business Plan to achieve income targets.
2. Financial Management: Monitor and manage annual retail targets and produce performance updates as part of the Senior Management Team. Produce reports as required for the Board of Trustees.
3. Operational Oversight: Oversee day-to-day operations, including stock distribution, pricing policies, and visual marketing within the Charity stores through support and supervision of Shop Managers.

4. **Team Leadership:** Lead, inspire, and develop a diverse team of paid Managers, Shop Associates staff and volunteers; manage recruitment and performance reviews.
5. **Compliance & Risk:** Ensure all shops and vehicles comply with Health and Safety, Fire, and Trading Standards regulations.
6. **Growth & Innovation:** Identify opportunities to increase sales and develop online sales to diversify income.
7. **Brand Advocacy:** Act as an ambassador for the charity, ensuring shops reflect organisational values and support fundraising activities.

### **Contributing to the continued development of the Charity**

1. To identify opportunities for improvement and development of Retail and communicate these at Senior Management Team level for consideration.
2. To be a member of and fully participate in the Senior Management Team meetings.
3. As a member of the Senior Management Team, contribute to the wider governance of the Charity such as appropriate policy reviews as directed by the CEO
4. To act as a champion of new initiatives developed by the charity.
5. Travel around South Cumbria will be required.