



THE SPITALFIELDS CRYPT TRUST

JOB DESCRIPTION

Post Title	Retail Officer
Responsible to	Director of Retail
Purpose of Post	To explore, develop, implement and support the development of the trading activities of Spitalfields Crypt Trust to ensure its long-term sustainability through earned income streams whilst developing its reputation in the community. In conjunction with and under the leadership of the Director of Retail, to be responsible for the supervision and development of the SCT shop managers ensuring that the image, quality and reputation of SCT and its trading activities are upheld by the retail team at all times.
Salary	£25,000 - £26,000 per annum pro-rata (£10,000 - £10,400)
Hours	15 hours per week inclusive of occasional weekends
Location	SCT Shops, East London

Introduction:

Spitalfields Crypt Trust (SCT) is an East London charity providing practical help, support and training to people who have been homeless and suffering from addiction. It runs a homeless drop-in, a Recovery Hub (which includes an abstinence-based residential recovery hostel, a counselling programme and a Training and Development Centre), two supported houses and two social enterprises supporting people in recovery from addiction to put their lives back together. Our integrative approach is based on the 'Recovery Capital' methodology and is a whole-person approach, which takes into account physical, cultural, social, human and spiritual factors.

In employment we actively seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation. (Sources - Equal Opportunities Policy 2.2 (i) and (v)). SCT is a growing organisation with opportunities for motivated people with high levels of initiative.

Main Responsibilities:

- To regularly visit each shop and provide structured support to and management of the shop managers, ensuring each shop is taking full advantage of its trading opportunities.
- To support the Director of Retail in the identification of prospective additional trading outlets or methods, to increase income and the trading surplus.
- To lead on the recruitment, selection, induction, training, motivation and management of the shop retail staff
- To ensure that all staff and volunteers work within the policies and procedures of the Retail team and overall charity
- To ensure that all paid staff have regular appraisal and performance reviews
- To implement and maintain new working systems and procedures
- To support the development of a successful e-commerce operation
- To ensure that all cash handling and security procedures are followed and relevant documentation is completed.
- To undertake any other duties which may be required by management from time to time.
- Work with the Director of Retail and relevant local and regulatory bodies to ensure full compliance with statutory obligations under Health & Safety at Work, Trading Standards, Fire Safety, Control of Substances Hazardous to Health (COSHH) and any other relevant Acts.
- Assist with the compliance with Health and Safety procedures and policies, as they affect the individual shops.
- Ensure that staff and volunteers report and document all incidents/accidents.
- Organise fire practice sessions to ensure that staff and volunteers are aware and comply with the safety regulations.
- Ensure all staff and relevant volunteers attend manual handling sessions and/or are conversant with safe moving and handling techniques

- Ensure the shops provide a safe and secure environment for those who visit and work there, and support shop staff to report and follow up issues to provide a safe working environment
- Participate in emergency key holder and call-out arrangement for the shops as required

2. Personal Development

- Undertake further training and development relevant to the post.
- Undergo an annual appraisal.

3. Additional Information

This job description is not meant to be exhaustive; it will form the basis of objective setting in performance management reviews and will be reviewed in the light of experience.

This job description will be reviewed as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of a performance development review.

Person Specification

	Essential	Desirable
Skills and Knowledge	<ul style="list-style-type: none"> • Ability to work as part of a team and on own initiative. • Ability to think creatively about business development. • Good motivator. • Strength of character to manage a wide range of staff and volunteers. • Excellent verbal and written communication skills. • Self-starter - can prioritise own work. • Strong IT skills including MS Office applications & databases. 	<ul style="list-style-type: none"> • Knowledge of the local area. • Experience of volunteer management. • Understanding of Gift Aid particularly in relation to donated goods.
Experience	<ul style="list-style-type: none"> • Proven ability in Retail, delivering coordinated support, supervision and increased sales across multiple stores. • Experience of supervising, training and supporting staff team. 	<ul style="list-style-type: none"> • Charity Sector Retail experience is highly desirable. • Experience in non-charity retail environment. • Multi-site retail experience. • Experience working with Social Enterprises.
Cultural Indicators	<p>Delivering Results</p> <ul style="list-style-type: none"> • Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. • Supports the effective, data-driven decisions within SCT. <p>Role Model / Leading by Example</p> <ul style="list-style-type: none"> • Is an inspiring role model for others, building trust and living our Vision / Mission and principles and delivering our services accordingly. <p>Continual Improvements</p> <ul style="list-style-type: none"> • Consistently seeks to improve how we do things to achieve and Embraces change and innovation. <p>Effective Communication</p> <ul style="list-style-type: none"> • Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them. <p>One Team</p> <ul style="list-style-type: none"> • Works with others as one team, actively collaborating to achieve a shared vision. Building relationships across SCT, sharing information and expertise. 	