



Job Description: Retail Manager

Responsible to: Board of Trustees

Hours: 20 hours/week over 5 days which can include occasional Saturday

Salary: £25,000 pro rata including contribution stakeholder pension

Holiday: 33 days pro rata including bank holidays.

School hours & reduced term time only contract could be considered.

Purpose of the Retail Manager:

Alloa Community Enterprise Limited is an established charity and social enterprise that has been operating for over 35 years in Clackmannanshire and serving the wider region. Its main charitable outcome is to protect the environment which it does by collecting, recycling and upcycling furniture and other goods and promoting the message of reuse and reducing of carbon emissions. This includes a large shop, Remakery, and other recycling activities that support mental health and wellbeing operating from its centre in Sauchie. The Retail Manger has overall responsibility and accountability for the management of the ACE Shop at The Hub and the Retail/Remakery team.

We are seeking a highly motivated, creative person who has managed a team of staff and looking to develop an extensive shop space to be welcoming, appealing to customers and who demonstrates strong retail knowledge and ideas to ensure that customers have a great customer experience. We also need to measure carbon reduction, encourage, train and develop and support a small team of volunteers and upskill people in a range of related areas.

Key responsibilities:

- Create a unique and valued customer experience for ACE.
- Develop retail strategy in line with colleagues, ensuring regular reviews and updates for the board to trustees.
- Overall management of the shop and warehouse to ensure a creative and inspiring layout, display and lighting.
- Set clear pricing strategy and manage the overall polices and handle all customer issues in coordination with staff.

- Liaise with Clackmannanshire Council where required and other partners like housing associations to help provide furniture for their tenants.
- Lead on the management of Retail team ensuring first-class customer service and motivate the team to increase donations and sales and improve efficiencies.
- Manage the safe running of the shop and liaise with providers.
- Manage the social media channels and website with support of staff.
- Manage the successful operation of the Remakery and its dedicated team and ensure product placement.
- Set out campaigns and maximise Giftaid donations.
- Consistently support messaging around net zero and liaise with other local circular economy providers.

Your skills:

We're looking for someone who has the innovation and commercial awareness to encourage new ideas, creating an enjoyable working environment for colleagues by motivating, supporting and training the team to perform to their greatest potential. Comfortable using MS Office and various POS systems, you will have experience in a customer facing role and managing team of staff either in retail, hospitality or service industries.

Applications:

Please send in a CV and covering letter describing why you would be a great candidate for this role. Please send together to trustees@ace.scot by Wednesday 16th November 5pm.