###### groundwork logo green on whiteGroundwork London Job Description

Job Title: Good Store Manager

**Responsible to:** Head of Reuse Retail

Responsible for: Retail and Reuse Enterprises Staff

Location: South Malton Street, Groundwork London offices and operational sites.

Job Background:

Groundwork London’s Greener Living and Working thematic area delivers a number of highly successful reuse and upcycling projects which: divert waste and reduce CO2 emissions; deliver training, jobs and volunteering opportunities; and makes accessible to Londoners high quality affordable domestic goods and upcycled products. Groundwork London’s 2025 Strategy has committed to grow the scale and breadth of these services and aims to develop complementary retail services and outlets on a commercial footing which will support the long term sustainability of the Reuse and upcycling projects and deliver surpluses enabling reinvestment in the Trust’s charitable activities.

The Good Store Manager is responsible for the day to day running of this commercial retailing venture which will market upcycled goods and appliances from the Trust’s various reuse initiatives across London.

The post-holder will also work in close cooperation with other business areas within the Groundwork London Trust, ensuring that Groundwork’s staffing, finance and facilities polices & procedures are followed.

Main Aims & Objectives:

* Develop and establish successful surplus-generating retail operations for the Trust’s Reuse, Rework and Repurpose initiatives in keeping with Circular Economy principles.
* Expand the Trusts’ public and private partnerships across retailers, waste authorities and other London public bodies to secure increased volumes of reusable items.
* Liaise with and enter into partnerships with established London based re-users and integrate them and their output within the Circular Economy Stores.
* Establish an effective and efficient network and operational plan to identify and collect reusable goods, distribute upcycled and refurbished goods to retail stores/outlets, and provide efficient customer delivery services.
* Grow the Trust’s capacity to refurbish and “up-cycle” reusable products.
* Work with other Groundwork business areas to embed wider objectives within the retail and reuse operations, such as; employment, skills and volunteering.

Key Tasks & Responsibilities:

Development and Mobilisation

* Opening and/or closure of retail store
* To meet the overall income targets agreed for the shop, ensuring that all sales targets , KPI’s and results are communicated and that all staff are aware of, understand and are working to meet/exceed the agreed targets and KPI’s.
* To ensure that all shop administration ( cash handling and banking functions) are undertaken to the highest standard, accurately and on time.
* To manage a deputy shop manager, and other staff conducting annual appraisals and identifying training needs.
* To ensure there is a culture of excellent customer care within the shop, dealing efficiently with wide range of customers and effectively manage the potential conflict situations.
* To ensure all security, health and safety policies and procedures are adhered to in order to provide a safe and secure shop environment for staff, customers and company assets.
* To actively participate in two-way communication sharing and exchanging relevant and appropriate information with retail colleagues and the Head Office team.
* To implement and maintain the highest standards in the store and back of house.
* To represent Groundwork London and be an ambassador.
* Maintain a store focus on sustainability supporting individual customers based on training on product lines and services
* Support events on sustainability themes to take place in the store
* Work with Groundwork London’s teams to turn the Trust’s high level plans and opportunities into an operational plan focusing on priority projects.
* Lead on the location and concept planning for each proposed project/store development and compose individual business case recommendations which include;
	+ Integral linkage to the Groundwork London Annual Business Plans ensuring context with the long term and annual strategic and operational planning objectives and performance indicators
	+ ROI financial projections including the preparation of realistic and justified income & expenditure projections and supporting financial analysis
	+ A clear commercial approach and recommendations supporting the ongoing commercial strategic and operational planning, financial underpinning and projections, operational delivery/mobilisation, ongoing management and reporting requirements
	+ Financial management recommendations commensurate with the commercial Business Cases applicable and which are relatable to each project location and (retail outlet locations) including: Affordability and management studies; proposed staffing structures; marketing and lifecycle projections; and the unique choices and operational environments applicable to each commercial retail outlet
	+ Presentations to and sign off by the Executive Team of the individual Commercial Business Cases for the retail outlet projects and the overall programme in accord with the agreed project delivery dates and the specific agreed objectives and outputs for each project initiative.
* Work with the Trust’s Development and Fundraising Team to secure investment, funding and grants from existing and new sources within all sectors to support the establishment of the programme, as well as each proposed project/retail store development.
* Work with Development and Fundraising, Programme, Project and Mobilisation team and all business areas across the Trust to maximise opportunities to support volunteering, provide training and employment prospects for unemployed Londoners, and identify opportunities and initiatives able to promote other Trust Business Area services.
* Work with public and private waste and recycling authorities, housing providers, local authorities/London Boroughs, communities and members of the public, private retailers and distributers to secure sufficient quantities of quality reusable stock across all goods and retail areas to achieve and exceed agreed projected customer and sales targets.
* Develop partnerships with re-use and upcycling organisations to increase the range of products available in the retail outlets, and to create further additional outlets for our upcycled products.
* Review, analyse and select the most appropriate re-use, recycling and upcycling developments and trends in order to provide the maximum variety of goods possible within the initial retail superstore, and across the developing retail concept and roll out.
* Applying effective, appropriate and innovative marketing and retail promotional practices to ensure the stores delight, surprise and educate customers, communities and the general public via its marketing, merchandising messaging, stock and the opportunities which arise to engage with the public and communities that showcase the environmental, social and economic benefits available as a result of the growing trends in reuse and upcycling.

Operational Phase

* Recruit, select and train staff and volunteers in keeping with the Groundwork London Recruitment Policy, Volunteer Policy and Training & Development Policy.
* Ensure the application of effective selection practices to recruit employees with the requisite skills, competencies and development potential to undertake their roles.
* Provide effective line manage and leadership for existing and newly recruited staff, trainees and volunteers, and ensure individuals and teams deliver effectively across the projects.
* Develop and monitor the capability and performance of staff in relation to the projects, their roles and responsibilities, and in accord with Groundwork London’s Capability, Performance Management and Disciplinary policies and procedures.
* Lead multi-disciplined project teams, including specific input by staff and teams across all business areas of the Trust as necessary to deliver and meet the performance targets and outputs of the projects.
* Manage the project premises and workspaces from which the services operate ensuring full compliance to Health & Safety legislation and regulations, and facilities and premises regulations which apply to commercial premises.
* Lead on the establishment and adoption of robust specific operational policies and procedures for the stores (projects) ensuring they are compliant with legislation, regulations and Groundwork London’s Policies and Procedures.
* Manage the day-to-day operational and administrative activities of the projects, stock and warehousing management, maintaining supplies, operational logistics; including customer deliveries, and the maximisation of Gift Aid.
* Manage and maintain funder relationships, produce regular monitoring and evaluation reports and present these as required to the Executive, steering groups, stakeholders and funders.
* Manage and oversee Groundwork London programme visits and events as required
* Utilise Groundwork London PIMS (Project Information Management System) to set, monitor and manage service budgets, in accord with the administrative and the reporting requirements of funding bodies and the Trust.
* Oversee data administration in accordance with the Data Protection Act 2018 (and GDPR2018), delegating administrative tasks and responsibilities as required to responsible team members and volunteers.
* Analyse, capture and act on data and information required to meet and report on Groundwork London internal and funder/stakeholder requirements and regulatory reporting obligations against statutory requirements.

Other Responsibilities:

* Undertake any other related responsibilities commensurate with the evolving objectives of the projects, post and the evolution of the Trust, as may reasonably be requested by the Director.
* Work with due regard for Groundwork’s core values and objectives.
* Ensure the effective implementation of and adherence to, the Trust’s Diversity, Equal Opportunities, Health and Safety and Data Protection policies and procedures
* All staff, the Board and volunteers will actively support in their daily operations and duties Groundwork London’s Environmental Management System.

Personal and Professional Development:

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

**Reviewed: February 2022**

**ID: 963/GDM**

**Note to Applicant:** When completing your application form, you should demonstrate/evidence your experience, knowledge, skills & education in your application based on this criteria for the post

| JobFactors | Criteria No | **Person Specification Criteria****Head of Reuse Retail** | **Rank** | **Criteria to be tested by the following:** |
| --- | --- | --- | --- | --- |
| **E = Essential****D = esirable** | **Application Form** | **Interview** | **Task** | **Certificatens** |
| **Experience, Education & Qualifications**  | **1** | Demonstrable experience in successful business planning, retail start-up and management | E | **✓** | **✓** |  |  |
| **2** | Experience and/or sound knowledge of the Circular Economy  | D | **✓** | **✓** |  | **✓** |
| **3** | Experience and knowledge of upcycling and recycling management and trends | D | **✓** | **✓** |  |  |
| **4** | Project Management qualification or significant experience and the ability to successfully build and manage project teams within retail environments and across all stages of the project life cycle. | E | **✓** | **✓** |  |  |
| **5** | Proven customer service skills and knowledge within a retail and sales environment | E | **✓** | **✓** |  |  |
| Skills & Competencies | **6** | Ability to undertake business analysis within the retail sector, to report on & present Business Case studies plus Marketing recommendations to Executive & Senior Management Teams. | E | **✓** | **✓** |  |  |
| **7** | Ability to line manage teams of staff and volunteers | E | **✓** | **✓** |  |  |
| **8** | Personal resilience and flexibility, and the ability to multi-task and manage staff and volunteer across business sites and/or retail outlets  | E | **✓** | **✓** |  |  |
| **9** | Ability to use MS Corporate software suite (Word, Excel, Outlook etc.) | E | **✓** | **✓** |  |  |
| **10** | Ability to train and coach staff and volunteers manage performance and capability within customer facing roles and business models  | E | **✓** | **✓** |  |  |
| **11** | Sound knowledge and understanding of H&S Regulations within retailing and warehousing environments | E | **✓** | **✓** |  |  |
| **12** | Excellent networking, liaison skills, experience of developing & maintaining a range of high level partnerships & working relationships with key external stakeholders, partners & funders | E | **✓** | **✓** |  |  |
| **13** | Ability to develop and implement management and administration systems and underlying policies and procedures within retailing and customer service environments  | E | **✓** | **✓** |  |  |
| **14** | Ability to manage and resource change within in a business or retail environment | E | **✓** | **✓** |  |  |
| **15** | Commitment to Equality & Diversity and inclusion in practice | E |  | **✓** |  |  |