



Edinburgh Dog and Cat Home

Job Description

Job Title	Shop Coordinator (Stockbridge)
Reporting to	Director of Fundraising and Communications
Responsible for	Shop Assistants and Shop Volunteers
Location	EDCH Stockbridge Charity Shop with occasional cover for other EDCH charity shops when required.
Salary	£16,000 - £19,000pa (depending on experience) 37.5 hours per week, rota - five days over seven.
Annual Leave	20 days per annum plus 8 public holidays

Summary

Edinburgh Dog and Cat Home has a 133-year history of rescuing, reuniting and rehoming cats and dogs across Edinburgh & the Lothians. The arrival of a new Chief Executive and senior management team has seen the development of a 5-year strategic plan for the Home, with a view to becoming one of the leading animal welfare organisations in Scotland.

With responsibility for the management of the Home's Stockbridge charity shop, the Shop Coordinator will be a strong leader with excellent customer service skills, a good eye for detail and profitability.

Duties and responsibilities

Sales

- Achieve agreed profit targets by maximising sales and minimising costs wherever possible
- Run till reports to identify opportunities to maximise the potential of different product categories and utilise these to drive the income of the shop
- Implement promotions, sales and special events in/for the shop to drive income

- Actively support any organisational campaigns and fundraising promotions as directed by the Director of Fundraising and Communications
- Work with the Director of Fundraising and Communications and Shop Coordinator (Morningside) to implement and manage a Gift Aid process within the shops to increase income
- Use eBay, Gumtree and other online selling sites to sell high value, designer or collectible items to maximise sales

Management

- Assist with the recruitment and induction of paid shop assistants working closely with the Senior HR Officer and Director of Fundraising and Communications
- Provide training, development, regular one to one catch up meetings and appraisals for paid staff to enable them to perform their jobs efficiently and effectively, ensuring for their ongoing support
- Organise a monthly staffing rota ensuring that the shop is covered with a minimum of one member of staff at all times during opening hours
- Working closely with the Volunteer Coordinator actively recruit Shop Volunteers and provide for their initial induction and ongoing training, direction and support
- Organise a monthly volunteer rota to ensure sufficient volunteer support at all times, allocating tasks accordingly and communicating this with the Volunteer Coordinator
- Maintain an organised, professional and pleasant working environment for all shop staff and volunteers
- Keep the shop team informed of all business communications, promotions and information relating to the Home
- Ensure that all staff/volunteers comply with the Home's policies, procedures and specific retail protocols
- Assist the Director of Fundraising and Communications with the development and implementation of any future retail projects, policies, procedures, events and activities

Stock

- Actively encourage the public to donate good quality, saleable stock working with the Communications Team to maximise any PR opportunities
- Working with the Shop Coordinator (Morningside) and Fundraising and Retail Van Driver ensure regular stock rotation between the Morningside and Stockbridge shops
- Ensure there is adequate flow of good quality stock from stockroom to the shop floor

- Select and price stock at a consistent level in accordance with the Home's price guides ensuring to research designer, collectible or high value items
- Ensure all donated items which are not suitable for sale are recycled or disposed of in the appropriate manner, maximising any income opportunities for the Home.

Shop Appearance

- Maintain a high standard of presentation, both in the windows and the interior of the shops ensuring eye catching seasonal window displays
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shops including the sales floor and stockroom areas keeping all areas clutter free
- Ensure the animal rehoming board and notice board are kept neat and up to date, encouraging shoppers to visit the Home if they are considering rehoming

Administration and Security

- Ensure all relevant administration, banking and reporting is completed on time as agreed with the Director of Fundraising and Communications and Finance Business Partner
- Ensure all financial, cash handling and security processes are adhered to as per the retail procedures
- Act as the main keyholder for the Morningside shop, ensuring that the shop is secure whenever it is left unattended
- Change the secure key box lock code monthly and when a staff member or volunteer leaves the organisation, ensuring the new codes are communicated with the Senior Management Team and the relevant team members accordingly
- Notify the Director of Fundraising and Communications in the event of a break in, shop lifting or security incident or suspected dishonesty/theft by any member of staff or volunteer as soon as the issue has been identified
- Ensure all staff/volunteers lock all purses and valuables in a safe place before the start of each shift

Health and Safety

- Provide a safe environment that protects all staff/volunteers, and the public
- Comply with all health and safety regulations as per the Home's health and safety policy
- Report any maintenance or health and safety issues in the shop to the Head of Business Support and Director of Fundraising and Communications
- Carry out weekly fire alarm and maintenance checks and monthly checks of fire extinguishers, latches, emergency lighting, etc. in line with the Home's health and safety guidelines

Other

- Maintain a strong knowledge of the work of the Home ensuring this can be communicated clearly to customers, staff and volunteers
- Report on retail budgets, sales and performance to the Director of Fundraising and Communications on a monthly basis
- Contribute to the fundraising and retail strategy and budget and participate in the development, implementation and maintenance of retail policies and procedures
- Provide a consistently high standard of donor/customer stewardship ensuring a positive donor/customer experience
- Work closely with the rest of the fundraising and communications team to plan and implement coordinated messaging across supporter groups
- Keep up to date with changes, legislation and good practice in charity retail through membership of the Charity Retailers Association, ensuring to put this into practice
- Responsible for reaching agreed targets with the Director of Fundraising and Communications
- Promote the work, mission, vision and values of the Home at all times
- Ensure a continuous development of skills and knowledge required for the post, undergoing training and review as required by the Home
- Any other reasonable duties commensurate with the post

Person Specification		
	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> • Good level of basic education • IT literate in all Microsoft packages 	<ul style="list-style-type: none"> • Relevant professional qualification or membership
Experience	<ul style="list-style-type: none"> • At least 2 years' experience in a retail management position • Management of volunteers • Staff supervisory or management experience • An awareness of fashion and retail trends and how to relate these to capitalise on income 	<ul style="list-style-type: none"> • Experience of managing a charity shop • Experience of managing budgets
Skills and Knowledge	<ul style="list-style-type: none"> • Able to attract, recruit, train, develop and appraise a team of volunteers/paid staff, to fully participate in the daily activities and promotions of the shops • Able to persuade and influence staff/volunteers on how to develop good retail fashion practice • Able to interpret, implement and advise on procedural guidance from line management and to issue appropriate instructions and advice to staff/ volunteers • Able to meet the needs of customers on a face to face basis, in order to generate sales and increase customer usage of the shops • Ability to maintain budgets and complete cashing up, banking and reporting • Able to initiate, develop and accept new ideas to generate income 	
Personality	<ul style="list-style-type: none"> • Positive professional attitude • Friendly, outgoing manner, able to develop and sustain long term working relationships with people at all levels • Hands on and target driven approach 	

	<ul style="list-style-type: none">• Have a creative and constructive approach to challenges and opportunities• Adaptable to changing demands and priorities	
--	--	--