

# Job Description



<b>Job Title:</b>	Enterprise Manager
<b>Location:</b>	Refurbs Offices, Flint
<b>Responsible to:</b>	Group Chief Executive
<b>Responsible for:</b>	Retail staff
<b>Number of hours per week:</b>	Full Time – 37½ hours (will include evenings and weekends)
<b>Salary:</b>	£25,000 - £28,000

## Purpose of the job

This is a varied and multi-faceted role, leading a team of retail, furniture and white good repair and customer service staff, which will develop the full sales and profit potential of the group's enterprise activities. The role will oversee the organisation's outlets and will manage the local authority contracts associated with each venture. Ensuring that employees are trained in all aspects of customer service and the relevant health and safety qualifications to fulfil their roles safely and effectively is a key aspect of the role.

The Enterprise manager will also work with the Chief Executive to develop plans for growth and the generation of new revenue streams that allow the organisation to build on the strength of its existing business model.

## Summary of main responsibilities

### Business Development

- Work collaboratively with the Chief Executive to create a strategy for growth and generation of new revenue streams that build on the existing business model.
- Support the organisations fundraising activities, identifying funding for new growth initiatives, and assisting in the development and submission of funding applications.
- Spot and secure new opportunities for partnerships and growth especially with a view to driving donations.

### Retail Sales

- Ensure that the store(s) achieve their full sales potential, maximising Gift Aid contributions.
- Ensure that staff maintain a high level of service to customers at all times.
- Manage controllable expenses, cost effectively and without loss of sales, ensuring that all staff

are aware of the importance of cost control.

- Develop the online sales presence and a range of new product lines.
- Report on buying trends and customer needs and propose innovative ideas to increase sales.
- Ensure that merchandise is clearly priced, monitor pricing levels and ensure a consistent level that will achieve maximum sales.
- Oversee stock ordering ensuring that value for money is maintained and that there is minimum wastage.

### **Marketing**

- Work with other colleagues to promote the ventures through direct marketing campaigns, using online and social media presence.
- Ensure that the website is updated regularly with offers and product lines.
- Be a spokesperson for the organisation

### **People Management**

- Ensure adherence to the organisations policies and procedures with regard to HR, Health & Safety and Financial Control.
- Ensure the enterprises have the correct level of properly trained salaried staff and volunteers, who are effective and well informed.
- Recruit, train and appraise staff in accordance with standard policies and procedures.
- Arrange regular staff meetings for the purposes of training, communication and planning.
- Monitor and control staff holiday dates to ensure appropriate staff cover at all times.
- Ensure accurate records are maintained, particularly with regard to timekeeping, trading hours, absence reporting, etc.

### **Leases & Contracts**

- Negotiate contracts for goods and services with suppliers
- Oversee the delivery of contracts with Local Authorities, ensuring performance levels are met and maintained.
- Ensure that the organisation remains compliant with all lease and contract agreements, attending meetings with the Local Authority staff / landlords as necessary.

### **Security**

- Ensure that staff are security conscious and are following the correct procedures on security matters.
- Check that all premises are secure and ensure that the police are informed of the names, addresses and telephone numbers of key holders.
- Deal efficiently with emergency maintenance and break-ins in accordance with current procedures.
- Ensure that staff and volunteers are aware of and comply with the organisation's Health & Safety Policy and that all other legal or internal requirements are followed; ensure statutory responsibilities are met concerning fire regulations; and report any incidents or potential incidents in accordance with current procedures.

### **Finance**

- Ensure that all of the organisation's administrative and financial procedures are followed, including banking, cash register reconciliation, weekly returns and volunteer records; carry out regular till checks and checks of bank slips in the store(s).
- Monitor financial performance and take action where targets are not being met to ensure profits are maintained

Person Specification		
	Essential	Desirable
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Mature and developed leadership skills with significant experience working at a management level or above.</li> <li>• High levels of emotional intelligence</li> <li>• Very IT literate and numerate.</li> <li>• Significant experience in a customer service industry</li> <li>• Knowledge of the reuse/upcycling industry</li> <li>• Experience of working to and achieving sales targets.</li> <li>• Knowledge of the charity/social enterprise sector and relevant legislation.</li> <li>• Experience of writing fundraising grants or tenders</li> <li>• Creative problem solving with the ability to work with limited resources</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the Waste &amp; Recycling sector</li> <li>• Retail experience in the charity sector</li> <li>• Experience of developing growth strategies</li> <li>• Experience of EPOS.</li> <li>• Experience of Gift Aid process.</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>• Proven experience of managing a team to include recruitment, training, development and performance management, as well as motivating a team to achieve business objectives.</li> <li>• A positive and dynamic attitude capable of motivating and persuading others.</li> <li>• Proven ability to develop a team of staff and volunteers to successfully achieve targeted income.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering supported employment programmes.</li> <li>• Knowledge of employee Legislation</li> <li>• Experience of driving organisational change</li> </ul>
<b>Judgement &amp; Initiative</b>	<ul style="list-style-type: none"> <li>• Good commercial acumen, with the ability to recognise and deliver on opportunities.</li> <li>• Experienced in developing business plans and able to plan and monitor budgets and maintain financial controls.</li> <li>• Able to arrange procurement of new products.</li> <li>• Ability to work under own initiative and to take a proactive approach to changing business needs and objectives.</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Excellent communication and relationship building skills, with the ability to build rapport with people of differing ages and</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate through the medium of Welsh.</li> </ul>

	backgrounds. <ul style="list-style-type: none"> <li>• Ability to deal with a wide variety of people from the public, volunteers, stakeholders, senior management and trustees.</li> <li>• Experience of partnership working</li> </ul>	
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Commitment, enthusiasm and high energy levels.</li> <li>• Ability to work and flourish under pressure.</li> <li>• Approachable.</li> <li>• High degree of self-motivation.</li> <li>• Forward thinker and able to demonstrate and lead change.</li> </ul>	
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• Understanding of the importance of confidentiality.</li> <li>• Ability to maintain confidentiality as required.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• A full, clean driving licence.</li> <li>• Appreciation and understanding of Welsh heritage and culture.</li> </ul>	