

2025

RETAIL MANAGER RECRUITMENT PACK

www.refurbs.org.uk





Refurbs Flintshire

Refurbs have been making significant strides in promoting sustainable practices in North Wales through various circular economy initiatives.

Refurbs Flint showrooms are full of pre-loved items of furniture and household appliances from sofas and beds to fridges and washing machines. Offering a wide range of high quality pre-owned items to suit all budgets.

Refurbs aims to engage the community through shopping in the showrooms and donating unwanted furniture, white goods and household appliances to promote sustainable living practices, reducing the amount of items sent to landfill.

 <https://www.refurbs.org.uk>

 01352 734111

 admin@refurbs.org.uk



Our impacts on PEOPLE, PLACES AND PLANET 2024-2025.



PEOPLE

1,396 People supported with cost of living.



PLACES

491 tonnes of waste removed from public spaces.



PLANET

1,457 people supported to make greener choices.



Retail Manager

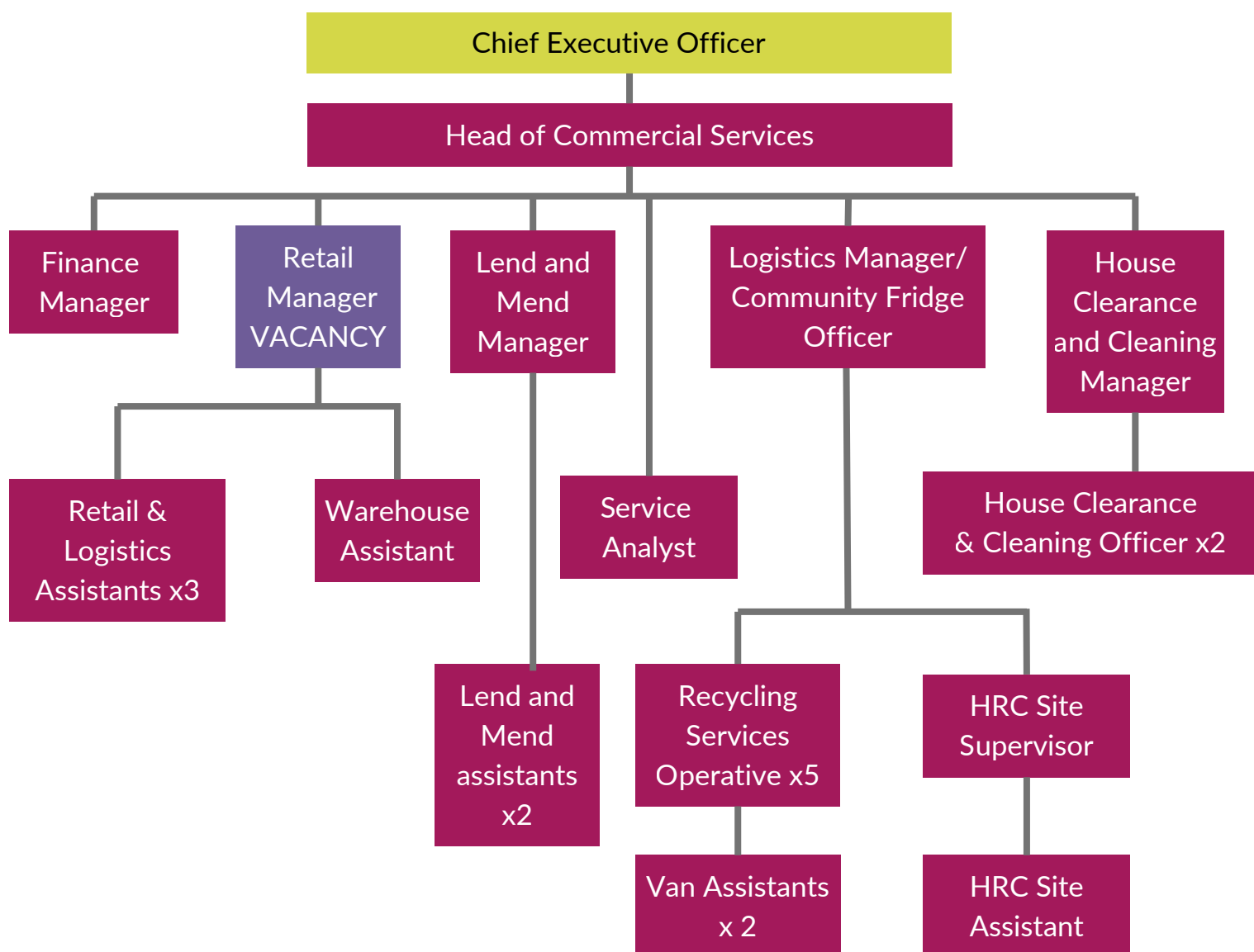
We are now seeking an experienced Retail Manager who is passionate about serving the community and protecting the environment to join our team.

This role will provide strategic leadership for our retail income streams, ensuring excellent customer service and the meeting of key performance targets. Leading on and driving the continued success of the retail operations, increasing sales and profits from the existing outlet, online operations, and any future new commercial opportunities.

Provide strong, effective leadership to the staff and volunteers, managing and supporting as appropriate to ensure they operate as an effective and motivated team. Being customer centric to ensure that the outlet provides an excellent experience to all those who access our services.



Organisation Structure



Job Description

Job Title: Retail Manager

Salary: £30,000

Hours: 37.5 (including regular Saturdays)

Responsible to: Head of Commercial Services

Duties and Responsibilities

Retail Operations & Store Management

Oversee the day-to-day running of the outlet, including keyholder duties, opening/closing, security, and maintaining a clean, well-presented showroom. Manage stock flow—sorting, pricing, moving, handling, and arranging donor collections—ensuring items are saleable, safe, and compliant. Proactively maintain stock levels and drive income from donated goods, recycling where necessary.

Team & Volunteer Leadership

Lead, support, and develop the showroom team and volunteers to ensure smooth, high-quality operations. Provide regular communication, guidance, and one-to-ones, ensuring all staff and volunteers are confident in their roles and receive required training, including annual health and safety updates. Recruit, interview, induct, and train new volunteers, keeping the team informed and engaged while promoting volunteering opportunities as needed.

Financial & Compliance Responsibilities

Follow all financial procedures, including accurate cashing up, banking, donation processing, and reporting. Ensure full compliance with health and safety requirements, including COSHH, PAT testing, risk assessments, and safe manual handling practices. Uphold all policies, procedures, and legislative standards set by Refurbs Flintshire. Ensure Gift Aid processes are followed and targets met.

Job Description Cont.

eCommerce & Income Development

Support the Head of Commercial Services in delivering the eCommerce strategy, contributing to income growth. Oversee online operations such as product listing, pricing, photography, fulfilment, and customer service. Work with auction houses when needed to maximise returns on high-value items.

Community Engagement & Communication

Represent the charity within the local community, attending networking and retail events and promoting the charity's work. Ensure the outlet remains competitive and accessible for all customers, providing a consistently friendly, professional service and encouraging donations.

Customer Service

Deliver and uphold professional, friendly customer service that reflects the Charity's values—building community relationships, supporting and promoting campaigns and events, and accepting donations courteously while championing the Charity's role locally.

Team Working and Leadership

Be an active, positive member of the Refurbs Team, contributing to the successful delivery of the Charity's retail strategy.

General duties and responsibilities

Be open to further development and additional training to meet the needs of the role. Comply with all Groundwork North Wales policies and procedures, including confidentiality, safeguarding and GDPR. Uphold the organisation's Values & Behaviour Framework, complete all required mandatory training and be open to new development opportunities.

This job description may be reviewed and updated by mutual agreement.

Person Specification	Essential	Desirable
Education & Qualifications		
At least 4 GCSE's grade A-C (or equivalent)	✓	
Marketing qualification		✓
Knowledge and skills		
Understanding of budgeting, interpretation of financial information and analysis.	✓	
Familiarity of the local area.	✓	
Knowledge of Gift Aid Legislation and processes.		✓
Strong organisational skills and attention to detail	✓	
Effective communicator (written and verbal) with a professional telephone manner	✓	
Friendly, flexible, and approachable attitude	✓	
Reliable timekeeping and ability to work flexibly, including weekends	✓	
Ability to maintain confidentiality and work collaboratively.	✓	
Experience		
Minimum 2 years' experience in a fast-paced retail environment.	✓	
Charity retail experience.		✓
Experience with eBay and Facebook Marketplace, including listing and fulfilment		✓
Experience supervising, training, or recruiting staff/volunteers.	✓	
Confident using IT systems, including Microsoft Office.	✓	
Experience handling cash and using EPOS systems.	✓	
Proven ability to independently work to deadlines & manage competing demands.	✓	
Proven professional representation and strong customer service	✓	
<u>Miscellaneous</u>		
Confident, resilient, and motivated, with a focus on achieving results.	✓	
Able to stay calm under pressure and manage conflicting priorities.	✓	
Positive, professional, and trustworthy team player.	✓	
Full driving licence and access to own transport	✓	

OUR VALUES

PEOPLE



PLACES



PLANET



INCLUSIVE

➤ We create a supportive, safe and adaptive environment where everyone is accepted, heard and valued.

➤ We enable access to natural spaces, embracing diverse perspectives and creating opportunities for all.

➤ We actively support access to green and blue spaces and empower all to take positive actions for our planet.



PROGRESSIVE

➤ We continually embrace change and develop new ways of working.

➤ We create dynamic spaces for communities, empowering them to be resilient and make sustainable changes.

➤ We foster behaviour change for the benefit of the planet, building resilient communities and green and blue spaces.



IMPACTFUL

➤ We support people in making long lasting and beneficial changes, helping them to realise their full potential.

➤ We support communities with meaningful and sustainable initiatives, creating a positive and lasting impact on their green and blue spaces.

➤ We seek to make changes to the planet that are meaningful and lasting, prioritising nature throughout our projects.



COLLABORATIVE

➤ We nurture and share individual strengths and ideas to work towards a common goal.

➤ We encourage communities to take pride in and reflect their own values and aspirations in our shared spaces.

➤ We actively engage with others, working together towards a better future for our planet.



INSPIRING

➤ We provide people with the opportunity to express themselves, try new things and follow their interests.

➤ We help communities to connect to their green and blue spaces and natural heritage.

➤ We provide people with the tools to think creatively about protecting the planet and instilling a love for nature.



Charity registration no. 1093176



Charity registration no. 1080838



Charity registration no. 1004132

OUR STRATEGY 2024-2027

Mission: To improve the natural environment and the places in which people live, enhancing their wellbeing and prospects whilst contributing to the resolution of the climate and nature emergencies.

PEOPLE

OUR IMPACTS

We help people improve their prospects and wellbeing through meaningful and quality interventions.



OUR GOALS

Improve skills, increase confidence, wellbeing and employability to help people overcome hardship and isolation.

HOW



Employability & skills programmes.



Adult community learning.



A comprehensive health, wellbeing and social inclusion offer developed.



Household bill reduction.



Volunteering opportunities.

PLACES

OUR IMPACTS

We protect and enhance green and blue spaces for people and nature.



OUR GOALS

Champion nature conservation through positive and proactive land management and help more people to connect with and value nature, biodiversity and open spaces.

HOW



Habitat management & conservation programmes.



Biodiversity improvement and actions.



Community engagement in conservation and environmental activities.

PLANET

OUR IMPACTS

We protect the planet with practical action to reduce waste and combat climate change.



OUR GOALS

Promote and encourage others to embrace a repair, reuse, recycle and carbon reduction way of living and working.

HOW



Programmes to help people and businesses reduce their use of natural resources.



Carbon literacy & climate change awareness.



Waste reduction through repair, reuse and recycle initiatives.



Diversion of waste from landfill.



Charity registration no. 1093176



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Charity registration no. 1004132



Benefits

- 25 days annual leave per annum, plus bank holidays
- Pension contribution
- Occupational Sick Pay
- Mobile phone for business use for relevant roles
- Free onsite parking
- Employee Assistance Programme (EAP) offering access to 24/7 confidential advice and support

Diversity and Inclusion

We are committed to promoting equality, diversity, and inclusion in everything we do. All employees are expected to uphold these values by supporting our Equality, Equity, Diversity and Inclusion Policy, eliminating discrimination, and ensuring fair and inclusive service delivery and employment practices.

As a **Disability Confident Employer**, we welcome applications from all backgrounds and strive to create a workplace where every voice is valued and respected

If you require any adjustments during the recruitment process, please let us know—we are here to support you!



How to apply

For an informal discussion about this role, please contact recruitment@groundworknorthwales.org.uk to arrange a mutually convenient time to talk.

Please send a CV and a covering letter explaining why you feel you would be suitable and how you meet the requirements of the person specification to recruitment@groundworknorthwales.org.uk

Closing date: 19th December 2025 @12:00 noon

Interviews: Will be held on 7th January 2026.

Interviews will be held at Refurbs, 1-3 Aber Park Industrial Estate, Aber Road, Flint, CH6 5EX

Please note, **we reserve the right to close this vacancy earlier** than the specified closing date if we are in receipt of sufficient applications. We therefore encourage applicants to apply early if you wish to be considered for this post.