



JOB DESCRIPTION

JOB TITLE: Retail and Operations Manager

HOURS: 26 hours per week - typically 9.30am-5pm Wednesday-Friday (with a break for lunch) and 9.30am-2.30pm Saturday

CONTRACT: 12 months fixed-term (with scope for extension)

SALARY: £25,000-£27,500 pro rata (of 35 hours/week FTE), depending on experience

REPORTS TO: Chief Executive

LINE MANAGEMENT: Two warehouse and retail staff, one shop staff

PLACE OF WORK: The Sidings, off Hainault Road, E11 IHD (a warehouse based retail outlet) plus Bakers Avenue, E17 7HA (shop, offices and recycling spaces)

APPLICATION PROCESS

Applicants should send a CV and cover letter highlighting relevant skills and experience to alison@frpuk.org by no later than 12 noon on Friday 28th May (deadline extended). Successful candidates will be contacted to arrange an interview shortly after this deadline.

ABOUT FRP

FRP is a social enterprise and charity with environmental and social aims. We engage with organisations and communities in London through a range of practical initiatives to reduce, re-use and recycle waste, and help people live sustainably. Based in Walthamstow and Leytonstone in East London, we have been in operation since 1989. All our work and activities are supported by volunteers.

FRP is something special in the area of charity retail, because our retail is all about reducing our community's carbon footprint and diverting a range of products and materials, particularly recycled paint, from landfill and incineration. Our environmental impact also distinguishes us from traditional retail of paint and other goods - we are an important part of recycling and reuse in the local community, and by supporting us our donors and customers are supporting their environment and wellbeing. Nonetheless, in order to be viable we have to take a social enterprise approach and make sure that our retail operations are optimised and financially sound, and generate the funds that enable our environmental charity to thrive into the future.

FRP is presently seeking a Retail and Operations Manager to ensure the smooth running of our recycled paint retail and operations, along with the retailing of products that our volunteer programmes produce (primarily fabrics and wood), and to help grow our business.

Applications are open to everyone. Inclusivity and equality are part of our culture at FRP, we treat people as individuals and we involve people from right across the community in our work.

PURPOSE OF ROLE

- To manage and build retail of paint and other recycled and reuse products at FRP's warehouse and shop premises in Waltham Forest, and to explore building online sales.
- To manage FRP's paint operations, ensuring efficient collection, handling and sale of recycled paint (line managing staff with substantial experience and knowledge in this work).
- To be a key part of the FRP management team, helping to develop the social enterprise model and its earned income alongside its wider charitable operations.
- To work with the Green Champions Project Manager (FRP's National Lottery Community Fund supported volunteer programme) to build and support the presence of volunteers in retail and paint operations.
- To be the first point of contact for FRP's enquiries and to lead on FRP's communications (social media and monthly emails to supporters/customers), with the support of other team members.

KEY ACTIVITY AREAS

Operational management

*The role does **not** require previous experience as a warehouse manager. The warehouse operation is relatively straightforward, with the current warehouse staff having significant experience of the operation. A knowledge of paint and its retail would be advantageous, and a willingness to learn from our team and our strategic partner, Community Repaint, about paint and the acquisition and retail of reuse paint would be very important. The postholder would be working in a paint warehouse environment, together with retail from our charity shop premises.*

- To oversee the warehouse operation and manage the warehouse and retail staff and volunteers, with specific operational responsibilities including:
 - Coordinate the collection of paint by the team from local sources, including Household Waste Recycling Centres, traders and other retailers and businesses.
 - Support the staff with the checking and sorting of paint which comes into the scheme, ensuring it is correctly processed, sorted and displayed.
 - Work with the staff to ensure the warehouse and shop retail spaces are maintained in a manner which allows effective fulfilment of customer orders, basic inventory control, and effective utilisation of space.
 - Work with the staff to develop our retail offering and its presentation, in our retail spaces and piloting an online presence.
 - Work with the whole team to ensure any paint that is collected, that is not reusable, is disposed of in an efficient and economic manner (it is a current priority of FRP, already underway, to ensure safe disposal of unusable paint stock in as environmentally sound way as possible).
 - Be the manager responsible for health and safety and COSHH at the warehouse,

reporting to the Chief Executive. Comply with all relevant legislation, including health and safety and data protection regulations, and ensure the premises are a safe place to work for staff and volunteers. Conduct and review risk assessments. Identify and meet staff and volunteer training needs (including for the manager) around health and safety.

- Keep accurate administrative records of paint both coming into the scheme and paint sold (or otherwise distributed) to customers. This is crucial to enable review of operations and their environmental impact.
- Ensure excellent customer service with members of the public and community group representatives who attend the site to collect paint.
- Oversee any volunteer activities undertaken at the warehouse.
- Work with other team members to ensure that the retail outlets have sufficient paint in stock to meet or support customer demand.
- Work with other team members to seek additional sources of waste scaffolding from industry for FRP carpentry to process and to be sold through the retail outlets.
- Support the team with serving customers during retail opening hours.
- Provide line management and supervision for three members of staff.

Comms

Responsibility for comms is shared amongst the whole team, however, this role leads on coordinating and ensuring that good comms and enquiries handling is taking place. Other colleagues will also provide content and support, and take forwarded enquiries that are relevant to their work area.

- To lead on responses to email enquiries to FRP (our info@ address), including forwarding and signposting enquiries to other team members to respond.
- To lead on FRP's social media (instagram, facebook, twitter) posting and enquiries, but shared with other members of the team.
- To send a monthly update email to FRP's supporters/customers, written in collaboration with other members of the team, and sent out by mailchimp.

Finance & administration

*The role does not require **advanced** financial or administrative skills, however it does need someone who is comfortable with a range of financial management and other administrative tasks, especially around retail and cash management, and with good numeracy and computer literacy.*

- To have lead responsibility for administration relating to retail and cash handling in warehouse and retail operations. This would include ensuring daily reconciliation of sales/takings, and oversight of warehouse petty cash.
- To oversee record-keeping, filing, and effective office systems pertaining to retail.
- To produce monthly reporting and analysis of retail figures (which should be able to be extracted from the izettle system, if it is properly set up and maintained), and to evaluate these to support business development.

- To ensure that paperwork is kept fastidiously for all aspects of paint operations, and that payments are made and received as promptly as possible. This will be supported by the use of QuickBooks Online for invoicing and financial management associated with the role, and FRP's Finance Officer.
- To work with the Chief Executive and Finance Officer to review and report on the finances of the charity, and to be available for reporting and consultation with the Board of Trustees.
- Share general office duties – including phone calls, phone messages, correspondence and handling visitors.

Business development

We are seeking someone who brings skills that will enable us to develop our retail businesses and grow our earned income, through our environmental projects and involving the use and training of volunteers. We are particularly interested in the track record you may bring in managing and developing retail.

- To lead on the management and development of retail and earned income for FRP.
- To develop paint operation revenue opportunities in particular. These may include increasing retail sales, increasing partnership opportunities (with eg housing associations, corporate partners), and developing and supporting the role of volunteers.
- To work with other team members to ensure maximum publicity is gained for promoting the paint recycling scheme in the local area – social media, website and printed materials.
- To work with the Chief Executive to develop plans and targets to drive income growth.
- To work on plans with the Chief Executive to ensure that the paint warehouse operations are optimised.

PERSON SPECIFICATION

Experience

- Experience of managing in a retail environment, ideally but not necessarily in paint and/or charity retail.
- Demonstrable experience of managing small (or large) teams of individuals. Ideally, we would also like the candidate to have prior experience of having undertaken staff performance management.
- Demonstrable experience of managing an operation, involving planning resources and making decisions on task prioritisation in order for the operation to be efficient and/or work towards specific goals.
- Ideally, but not necessarily, prior experience in a social enterprise/community business or environmental organisation where services are delivered with the help of volunteers.
- Experience and familiarity of working with financial and administrative processes. Ability to demonstrate relevant prior experience for the finance and administration duties described above will be necessary. Experience of using instagram, facebook, twitter and mailchimp would all be useful, or an aptitude and willingness to learn quickly to do so.
- Effective collaborative working with external partners and stakeholders and developing effective relationships.

Knowledge, Skills & Abilities

- General business knowledge, particularly in the areas of operations and budget/financial management. Knowledge and experience of basic level Microsoft Excel.
- Effective oral and written communication, sufficient to handle enquiries well, maintain our social media presence, draft supporter/customer email newsletters, and to support effective organisational management and project reporting. Communication skills should also lend themselves to working sensitively and politely with suppliers and members of the public.
- Capacity to work using own initiative and to be self-sufficient in terms of administration and identifying prioritising and planning activities, and to be reliable.
- Ability to supervise team members and volunteers when on site.
- A driving licence and a willingness to drive FRP's van on occasion would be an advantage.
- Ability and willingness to work with customers, including for collections/partnerships, but also individual retail customers.

Personal Qualities

- Prepared to work flexibly according to the needs of the organisation, including occasional work outside core hours.
- Reliability.
- Commitment to social inclusion and environmental sustainability,
- Alignment with the values of FRP.

DBS Check

FRP takes its safeguarding responsibilities very seriously and has a considered safeguarding policy, incorporating a rehabilitation of offenders policy, in place along with accompanying procedures. As part of this, each role at FRP is carefully considered for a DBS Check.

The post of Retail and Operations Manager would require a Basic DBS Check, because it would involve supervisory responsibility for volunteers who could well include vulnerable adults, as well as financial responsibility. The Check would take place for the preferred candidate after selection and in partnership with them, and any findings which were seemingly incompatible with the responsibilities of the post discussed with them, before a final decision was taken.

More details and a copy of the policies are available on request.