

JOB DESCRIPTION

JOB TITLE: Retail and Paint Operations Manager

HOURS: 21-26 hours per week - suggested typically 9.30am-5pm Wednesday-Friday (with a break for lunch) and we could discuss adding 9.30am-2.30pm Saturday

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

SALARY: £29,120-£31,395 pro rata (of 35 hours/week FTE) based on experience, equivalent to £16-17.25 an hour

REPORTS TO: Chief Executive

LINE MANAGEMENT: 4 part-time team members, working in paint operations and retail

PLACE OF WORK: The Sidings, off Hainault Road, E11 1HD (a warehouse based retail outlet) and Bakers Avenue, E17 9AW (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 6th December.

We will shortlist the candidates who best communicate and demonstrate the skills, experience and personal qualities for this role, as outlined below, in their application.

Successful candidates will be contacted to arrange an interview shortly after this deadline. Interviews expected to be held week commencing 9 December.

We are looking to recruit someone who can start in mid/late January 2025 to enable a handover (details will be agreed with the successful candidate).

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 Waltham Forest 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 Paint Operations Manager to ensure the smooth running of our retail and our recycled paint operations, 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 develop retail of paint, fabrics and other reclaimed products at FRP's warehouse and shop premises in Waltham Forest.
- To manage FRP's paint operations, ensuring efficient collection, handling and sale of reclaimed paint (line managing staff with substantial experience and knowledge in this work, so the manager's role is more one of oversight and coordination).
- To be a key part of the FRP management, helping to develop the social enterprise model and its earned income alongside its wider charitable operations.
- To work with community programmes colleagues and manager at FRP to build and support the presence of volunteers in retail and paint operations.
- To be the first point of contact for FRP's retail and paint enquiries and to be a key contributor to FRP's communications (eg social media and monthly emails to supporters/customers), with the support of other team members.

PERSON SPECIFICATION

Experience

We welcome candidates with directly relevant experience. We are also open to people with indirectly relevant experience and skills that you can demonstrate would be transferable to enable success in this role. We are a charity and we also recognise experience and skills that may have been gained in a voluntary or community capacity, if you can show their relevance.

- Experience of managing in a retail environment.
- Experience of managing in charity retail / social enterprise / community business would be advantageous.
- Knowledge of paint retail would be advantageous.
- Experience of managing staff is highly desirable. Experience of working with volunteers would also be advantageous.
- Experience and familiarity of working with financial and administrative processes, of managing data and of handling cash.
- Experience of using instagram, facebook and mailchimp for a project or business would all be very useful, or an aptitude and willingness to quickly learn to do so.
- Experience of coordinating comms and promotional activities for a charity, project or business, and being strategic and successful in doing so, would also be advantageous, enabling you to take a leading role in this.

Knowledge, Skills & Abilities

- Skills and abilities to line manage and supervise a small staff team, along with any

volunteers working with you.

- Effective oral and written communication, to work professionally and politely with colleagues, volunteers, suppliers and members of the public, to handle enquiries well, to maintain a social media presence for FRP retail, draft supporter/customer email newsletters, and to support effective organisational management and reporting.
- Ability to handle, monitor and report data on retail and paint operations. There are existing systems in place to do this. Numerate and financially literate for the retail and business context. Knowledge and experience of basic level Microsoft Excel.
- Capacity to work using own initiative and to be self-sufficient in terms of administration and planning and prioritising work, and to be reliable.
- Knowledge of paint processing and retail would be an advantage.
- A driving licence and a willingness to drive FRP's van on occasion would be an advantage.

Personal Qualities

- Personal and communication skills to enable positive relationships with everyone involved in the management role - colleagues, volunteers, suppliers, customers, enquirers.
- Capability and confidence to organise and oversee operations in a management role.
- Comfortable in both a strategic and an operational context.
- Reliability and ability to deliver against agreed objectives.
- Commitment to environmental sustainability.
- Prepared to work flexibly according to the needs of the organisation, including occasional work outside core hours. In particular, availability to sometimes work on Saturdays - even if not in the core hours - to support FRP weekend retail would be an advantage.
- Happy to be working in a small charity/organisation and an operational environment, including part of the week at our paint warehouse.

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 Paint 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.

KEY ACTIVITY AREAS

This section (to the end of the job description) contains some more detail on the role. We are seeking to recruit in a timescale where there can be a handover between postholders on the details. Job descriptions for the retail and paint operations staff are also available in support of the manager and team's work.

Operational management

In most areas of the role, good systems are in place. 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 important. The manager would be partially working in a paint warehouse environment, together with retail from our charity shop premises, and sometimes in our office or off-site.

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.

To oversee the paint operations at FRP and manage the warehouse and shop staff and volunteers, with specific operational responsibilities including:

- Coordinate the collection of paint by the team from local sources, particularly Household Waste Recycling Centres.
- Support the team with the checking and sorting of paint which comes into the scheme, ensuring it is correctly processed, sorted and displayed, and organised between the retail sites.
- Work with the team to ensure the warehouse and shop retail spaces are organised in a way that works well for customers and staff.
- Ensure excellent customer service with members of the public and community group representatives who attend the site to collect paint.
- 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. Systems are in place for this.
- Work with the team to consider developing our retail offering and its presentation. Explore expanding our sales online.
- Work with the team to ensure any residual waste is continued to be minimised and is disposed of in line with our environmental policy, as well as affordably.
- Be the manager responsible for health and safety and COSHH at the warehouse and in the shop, 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 any staff and volunteer training needs (including for the manager) around health and safety.
- Oversee any volunteer activity in retail and paint operations.
- Work with the team to seek additional sources of waste scaffolding from industry for FRP carpentry to process and to be sold through the retail outlets.

- Work with the team to maintain and nurture FRP's fabric donors (mostly from industry) and having fabrics priced and put out for sale in FRP's shop, including through occasional fabric sale events.
- Support the team with serving customers during retail opening hours, as needed (for example, covering breaks).
- Provide line management and supervision for four members of staff.
- Effective collaborative working with external partners and stakeholders and developing and maintaining effective relationships, such as with the recycling sites we collect paint from, and community sector partners who take our paint in quantity.

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 regarding paint and retail, including forwarding and signposting enquiries to other team members to respond.
- To contribute to FRP's social media (instagram and facebook) posting and enquiries, 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.
- To have a strategic oversight to FRP comms, making sure that the team are handling comms and enquiries well and taking and planning opportunities to promote the work of the charity. Team and trustee support can be available in collaboration on this.

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. We use Zettle for our cash and card sales, which is generally found to be easy to learn and become familiar with.
- To oversee record-keeping, filing, and effective office systems pertaining to retail - primarily electronically on our google drive based system.
- To produce monthly reporting and analysis of retail figures (which should be able to be extracted from the Zettle 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 passed on as appropriate to the Finance Officer to support invoicing and payments.
- To work with the Chief Executive 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, along with any specific knowledge of paint or other materials we work with.

- 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 FRP's retail and wider charity offer in the local area – eg social media, website and printed materials.
- To support the promotion of the charity, along with where possible earning income, by supporting a charity presence and activities in local public events in conjunction with the Chief Executive and Community Programmes Manager - eg FRP providing a Give and Take component to a local public event (as we are quite often asked to do).
- 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 operations are optimised.