

Recruitment Pack: Retail Sales & Development Manager

Terms and conditions:

- **Title:** Retail Sales & Development Manager
- **Reporting to:** Chief Executive
- **Location:** The Edinburgh Remakery, 127 Leith Walk, Edinburgh, EH6 8NP
- **Salary:** £23,000 - £27,000 p/a
- **Working hours:** 37.5 per week
- **Holidays:** 32 days per year (7 days closure over Christmas / New Year + 5 weeks FTE)
- **Pension:** Statutory opt-out employers contribution pension
- **Other terms / benefits:** The Edinburgh Remakery is a flexible employer with a commitment to reasonable adjustments for employee family commitments, health, ability, and overall wellbeing.

Flexible working arrangements including allocated working from home days / non-core working hours can be discussed at interview.

Organisation profile:

The Edinburgh Remakery is an award winning social enterprise based in Leith. Established in 2016 through the charity, Remade in Edinburgh (founded 2012), the Edinburgh Remakery is a community hub and retail outlet which offers: repaired and reusable IT and furniture; training in IT, furniture and textiles repair; repair services; and workshops and events.

The Edinburgh Remakery is committed to reducing waste by ensuring reusable goods are saved from landfill through repairs from our technical team, reducing carbon emissions associated with over-manufacturing and disposal, and supporting Edinburgh's most marginalised residents through engaging them in repair and reuse services and training. Waste hierarchy and circular economy models underpin our ethos, details of which can be found through Zero Waste Scotland.

Retail is central to our operations, and over the coming years we are seeking to grow on our strong performance as a customer facing and wholesale retailer. We are launching new services in 2019 that will extend our business to business offer, seeking to provide businesses across Edinburgh with repair and reuse solutions that can help reduce their commercial waste and carbon footprint, and save them money in the process. Our board are embarking on a strategy for growth between 2019-21, and our CEO along with the management team will lead on high level income targets which will help secure the organisation's operations and grow its reputation as Edinburgh's 'go-to' organisation for consumers, businesses and community groups for repair and re-use services and solutions.

The Edinburgh Remakery is a living wage employer, committed to equal opportunities and removing barriers to employment. We are proactive in campaigning for inclusion a more just society, and as we grow we aspire to role model excellent practices, and we invite applications from candidates from all backgrounds to help enrich our team and organisational culture.

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Job profile:

The post of retail sales and development manager, will incorporate key operational duties alongside a dual remit in support of our strategy for growth and development.

The role will focus on managing our retail outlet and its associated activities, whilst at the same time developing B2B relationships and contract services for wholesale / service level agreement partners such as housing associations, local authority, SME businesses etc.

The role will largely focus on maximising income for furniture sales, however managing relationships with furniture and IT suppliers to ensure we are able to meet demand will also be a key requirement . As part of the Remakery management team, working alongside our IT and operations manager, and events and communications manager, you will be supported by the CEO to lead the team to achieve sales targets on a monthly basis, and utilise your entrepreneurial skills to create new opportunities for business.

The ideal candidate will have experience of managing retail operations with a proven track record of achieving sales targets. Creative and dynamic, the candidate will bring their flare for success and passion for the Edinburgh Remakery's environmental and social aims to the role, clearly articulating the added value of the organisation, whilst supporting the team to adopt systems in support of achieving sales targets.

How to apply:

Please read the information overleaf including job description and person specification, and submit your current CV along with a personal statement / cover letter (up to 2 pages of A4) stating your experience, skills and qualities (with particular reference to the person specification) **by 9am on Tuesday 11th December 2018** to rob@edinburghremakery.org.uk

Alternatiely, applications may be posted to the Edinburgh Remakery, 127 Leith Walk, EH6 8NP.

Interviews are scheduled to take place on Monday 17th December between 9am-5pm.

For up to date details on our services and activities, please visit: www.edinburghremakery.org.uk

Information on circular economy and waste hierarchy models (to be discussed at interview) can be found at www.zerowastescotland.org.uk

For up to date filings with companies house, including our most recent accounts please visit: www.beta.companieshouse.gov.uk/company/SC435957/filing-history

If you wish to discuss any aspect of the role, or require any access adjustments for application or interview, please contact Rob Gallagher, Chief Executive on 0131 629 9358, or email rob@edinburghremakery.org.uk

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Job description:

Business Development:

- Working with chief executive and management team to set and review retail targets and overall strategic business plan.
- Creating and building on cold and warm leads to create new business contracts and secure new donations of goods and bulk sales.
- Attending networking events to generate new business and establish good relationships in the community – where appropriate.
- Maintaining and developing strong partnerships with other organisations in Edinburgh.
- Writing fluent and persuasive marketing copy and organising production of marketing materials.
- Deliver presentations and talks to partners / associates about our services.
- Assisting as required with development of new services and products.
- Assisting from time to time with fundraising activities with events and communications manager, and higher level funding applications with chief executive.

Operations and administration:

- Managing the retail team to maximise retail sales target via shop floor, social media & seasonal campaigns.
- Assisting the chief executive with reports to the Board of the Edinburgh Remakery and funders on financial, social and environmental targets.
- Assisting the chief executive in updating the organisation's business plans.
- Assisting the finance officer in writing accurate and up to date cash flows and managing day to day financial reconciliations and operations
- Manage, and continue to develop, the organisation's administrative systems (CRM/HR/Financial).
- Attending board meetings on a rotational basis with management team to provide administrative support (minute taking)

(please turn over for person spec)

Person Specification

ESSENTIAL (A= application I= interview)	DESIRABLE
Experience of working in retail environment, and proven track record of achieving sales targets (A/I)	Proven track record of contracts procurement / management (A/I)
Staff management / supervisory experience (A)	Experience working in social enterprise sector (A)
Passion for our environmental aims of reducing waste through promoting repair and reuse, and an understanding of the circular economy and waste hierarchy models (A/I)	Qualification in business / finance / management at SCQF7 or above, or equivalent experience (A)
Excellent written and verbal communication skills (A/I)	Knowledge of HR and employment law, policies procedures (A)
Experience in financial systems management, preferably in a retail environment (A/I)	Clean driving license and ability to drive van occasionally when required (A)
Sound knowledge of Scottish social enterprise sector, specifically in Edinburgh (A/I)	