



JOB DESCRIPTION & PERSON SPECIFICATION

OPERATIONS CO-ORDINATOR - RETAIL

TITLE:	Operations Coordinator - Retail
HOURS:	35 hours per week (Flexible working & TOIL policies apply as some evening & weekend work may be required)
BASED AT:	Clan House, Aberdeen (Some travel required)
SALARY:	£28,556.23
REPORTING TO:	Head of Operations

CLAN CORE VALUES:

All Clan employees are required to demonstrate supportive and respectful behaviour at all times, not only to clients but also to colleagues and management. Colleagues are treated professionally with respect and dignity and take responsibility for operational boundaries and expectations to ensure a harmonious working environment. All employees are required to adhere to Clan's five Core Values:

Honesty: We are honest, reliable, transparent and treat others with fairness.

Excellence: We invest and empower people, are committed to excellent and strive to provide high quality, consistent support in a healthy, safe environment.

Accountability: We take ownership for and are responsible for our choices and actions. We are accountable to each other and consider the outcomes of our behaviours on the achievement of our goals and tasks.

Respect: We value diversity of people and thought. We behave in ways that earn trust and support each other.

Teamwork: Clan is a community, we are welcoming and supportive, and we communicate openly. We are strong together.

JOB PURPOSE:

Working as part of the busy Operations Team, this role provides a first line contact to all Clan retail staff and is in place to support and ensure efficient running of the shops from customer service, visual merchandising, layouts and staffing to health and safety and managing risk.

This role also oversees the successful running of The Coffee Box and leads on Clan's online retail presence (including sale of second-hand goods and Clan's own merchandise) to maximise income. In recognition of the shift in consumer trends to online shopping, this is a fast-paced role with high expectations for autonomous working to generate results from this income stream in support of Clan's overall income mix.

KEY RESPONSIBILITIES & DUTIES:

- Lead the retail teams to provide an excellent standard of customer service across all retail platforms, leading by example and embedding this high standard in all retail staff and volunteers.
- Develop and retain an in-depth knowledge of Clan's donations process and support the wider retail team in the implementation of this.
- Working closely with the Operations Co-ordinator to keep health and safety paperwork and compliance up to date for all retail operations.
- Directly manage the Shop Manager and Shop Supervisors in all locations including annual reviews, and any ad hoc HR issues that arise such as training, time management, absence, sickness etc. Do so in line with Clan policy.

- Manage the volunteers and zero hour workers for all locations.
- Coordinate the rotas for all outlets (including shops and The Coffee Box) ensuring full cover is in place and in accordance with contractual terms and Clan policy.
- Lead on the management and stock rotation in the external storage facility.
- Provide a regular report to the Head of Operations on retail trends.
- Achieve and, wherever possible, exceed sales and KPI targets for weekly, monthly and annual sales.
- Work with the Communications & Marketing Team to fully integrate appropriate and timely messaging of Clan's online presence to customers and supporters to the wider, annual, marketing strategy.

In addition to the duties noted above, for The Coffee Box (and any future opportunities):

- Co-ordinate the rotas for all outlets ensuring full cover is in place and in accordance with contractual terms and Clan policy.
- Manage stock ordering and rotation for perishable items.
- Maintain high standards of food hygiene in all commercial outlets.
- Provide cover to The Coffee Box when required (i.e. annual leave/sickness) to protect operational need and income targets.
- Work as part of Clan's Operations team to safely run all retail outlets.
- Directly support the Operations Co-ordinator during peak periods of activity and provide back up when required (i.e. annual leave/sickness) to ensure continuous standards and maintain business continuity.
- Manage the overall selling of donated items and sale of merchandise across e-commerce platforms and ensure sales goals are achieved and exceeded.
- Plan a listing strategy for the year ahead to ensure maximum income is made on each item.
- Design and implement suitable processes and platforms for identifying high value items for sale online.
- Monitor the effectiveness of product data on Clan's own website as well other selling platforms such as eBay. This should include images, descriptions, product detail and prices.
- Online Product Management – ensure that items are effectively listed and promoted, ensuring products are simple to find and are well presented to maximise online sale opportunities.
- Maximise the profit contribution of e-commerce sales through effective management of stock levels and accurate forecasting of sales.
- Monitor stock levels and analyse web sales versus store performance.
- From the external storage and Clan locations, coordinate the logistics of stock using Clan vehicles.
- Work independently and with groups of volunteers to sort, package, label and move stock between locations.
- Ensure Gift Aid donors are added to the database, maintaining GDPR compliance.
- Achieve and, wherever possible, exceed sales and KPI targets for weekly, monthly and annual sales.
- With the Head of Operations, plan and execute a strategy for the design, delivery and sale of current and new merchandise and tartan.
- Maintain sufficient stock levels of Clan merchandise and distribute throughout Clan centres and shops as required.
- Dispatch all orders for Clan merchandise in a timely manner.

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- Work closely with the wider Operations and Income Generation Teams to fully utilise Kudos and Donorflex to appropriately capture customer data and use this to inform strategy and forecasting.
- When necessary, assume a hands-on role in support of shops, pop-up shops and e-commerce activity.
- Work in the Rosemount shop one full Saturday each month.
- Provide cover in the mainland shops when required i.e. annual leave/sickness cover for Supervisors.
- Support the Head of Operations with any new projects or income streams that could benefit from the specialist knowledge and skills demonstrated in this role.

This list is not exhaustive and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with the post.

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ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to GCSE level (English and Maths).</p> <p>ECDL or equivalent.</p> <p>Educated to degree level or equivalent experience.</p>	<p>Higher / A Levels in English and Maths.</p> <p>Member of a notable retail association.</p>
Experience	<p>Excellent working knowledge of Microsoft Office (including Excel, Word, Outlook, Publisher and Mail Merge).</p> <p>Strong retail background and track record in running a successful retail department.</p> <p>Experience managing teams of people.</p> <p>Experience managing budgets and targets.</p> <p>Outstanding customer service skills.</p> <p>Good writing and reporting skills.</p>	<p>A proven ability to use IT packages to a high standard (particularly databases).</p> <p>Experiencing working in online sales, particularly technical expertise with ecommerce platforms (preferred, but not essential).</p>
Special aptitudes or abilities	<p>Excellent organisational and project management skills.</p> <p>Excellent attention to detail.</p> <p>Team player and willingness to support the wider team.</p> <p>Actively demonstrates a ‘can do’ attitude.</p> <p>Flexible and responsive to change.</p> <p>Self-motivated, confident and assertive.</p> <p>Possess a forward-thinking work ethic in order to drive the business forward.</p> <p>Work well under pressure to meet tight deadlines and support the business objectives to drive profitability.</p>	<p>Excellent numerical and analytical skills with a commercial drive.</p> <p>Strong communication skills.</p>
Requirements of the post	<p>Adhering to all of Clan’s policies and procedures.</p> <p>Successfully complete Clans’ in-house Listening and Support training.</p> <p>Full, clean driving license.</p> <p>Ability to travel to all Clan Shop locations.</p>	



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Line Manager	Employee
Name:	Name:
Signature:	Signature:
Date:	Date: