**Job Title: Retail Development Manager**



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|  | No. | Attribute | Essential or Desirable | Identified by: **Application AF**  **Certificates C**  **Interview I** |
| **Education and qualifications** | 1 | GCSE in English and Maths (grade 4 or above) | Essential | AF, C |
| 2 | Degree or qualification in relevant subject | Desirable | AF, C |
|  | | | |
| **Experience** | 3 | Minimum 3 year’s experience of working in a retail environment | Essential | AF, I |
| 4 | Proven experience of developing and delivering retail strategic plans | Essential | AF, I |
| 5 | Proven experience of staff management in a retail setting | Essential | AF |
| 6 | Experience of budget, KPI and target setting and monitoring | Essential | AF, I |
| 7 | Financially literate – experience of budgeting, cost management and producing reports | Essential | AF, I |
| 8 | Experience and knowledge of managing an EPOS system | Desirable | AF, I |
| 9 | Experience of working with and managing volunteers | Desirable | AF, I |
|  | | | |
| **Knowledge and skills** | 10 | In depth knowledge of the retail industry (commercial or charity) | Essential | AF, I |
| 11 | Knowledge of retail law, trading standards, GDPR and health and safety regulations | Essential | AF, I |
| 12 | Ability to motivate people | Essential | AF, I |
| 13 | Ability to work calmly and methodically when under pressure, in a busy/varied environment | Essential | AF, I |
| 14 | Excellent organisation skills | Essential | I |
| 15 | Ability to operate using your initiative and take a proactive approach to work | Essential | I |
| 16 | Ability to work under pressure | Essential | I |
| 17 | Excellent attention to detail |  | I |
| 18 | Excellent standards of record keeping, both written and computerised | Essential | I |
| 19 | IT literate including use of Microsoft packages | Essential | AF, I |
| 20 | Knowledge of the Gift Aid on Donated Goods | Desirable | I |
| 21 | Knowledge of retail Health and Safety legislation | Desirable | I |
|  |  |  |  |
| **Other** | 22 | Ability to work flexibly | Essential | I |
| 23 | Commitment, enthusiasm and high energy levels | Essential | I |
| 24 | Impeccable time keeping | Essential | I |
| 25 | Full, clean driving license and use of own car | Essential | AF |
| 26 | Understanding of the work of Springhill Hospice | Essential | AF, I |
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