



HARINGTON

learning to grow, growing to learn

Charity Retail Operations Manager

JOB PACK





Introducing Harington

Harington is an Ofsted regulated Independent Training Provider, based in North London, working with around 50 young people with learning differences aged 16-25. Our mission is to create an inclusive environment that delivers outstanding personalised education, learning, and support, which leads to further education, employment opportunities, and a fulfilling life for each of our students.

We specialise in retail, horticulture, and employability skills. Our students undertake individualised learning programmes and Supported Internships that lead to vocational qualifications and achieving personal outcomes. We support the wellbeing of our young people through providing mentoring, counselling, enrichment and one-to-one support.

Our charity has two learning centres in Highgate and Hornsey. We operate **two Harington charity shops** and a gardening business (the Harington Gardeners); providing income for our charity, work experience placements for our students and employment for young people. We also work with external local employers and partners to provide work experience and other opportunities for our students.

The Role

This is an exciting time to join the Harington, as we have recently been inspected by Ofsted and have retained our grade of 'Good'. We want to ensure that Harington can fulfil and secure its mission to benefit our young people, both now and into the future.

We have a wonderful opportunity for a dynamic and experienced **Charity Retail Operations Manager to oversee our two retail shops located in Highgate and Hornsey, North London**. These shops form part of our commercial enterprises, which also includes Harington Gardeners. In this key role, you will be responsible for leading and driving excellence across the management and operations of the two shops, donations and stock control, financial and administration management, training, and health and safety. With proven experience in a senior retail role, ideally including working with young people with learning differences, you will lead the team and optimise growth. Your strong commercial acumen, and ability to engage with a wide range of stakeholders will be essential. An aspirational leader, you will play a pivotal role in Harington's strategic vision and ensuring the long-term success of the retail business.

Our Benefits

In addition to excellent staff training, our employees are also rewarded with various other benefits offered as part of your employment:

- Confidential employee assistance programme
- Cycle to Work Scheme
- Fully paid for DBS
- Contributory pension scheme

Equality, Diversity & Inclusion

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability and meet the minimum criteria for the role will be guaranteed an interview.



HARINGTON
learning to grow, growing to learn

Safeguarding

We are committed to safeguarding and promoting the wellbeing and safety of our students and our staff. We expect everybody working for the Harington to share this commitment. The successful applicant will be required to undertake an enhanced disclosure through the Disclosure and Barring Service for applications of employment as part of our safeguarding procedures.

Some of our positions involve regulated activity relevant to vulnerable young people. It is a criminal offence for people who are barred from working in regulated activity to apply for roles that require them to work unsupervised with that group. Our vacancies are exempt from the Rehabilitation of Offenders Act 1974.

How can you apply?

To apply please submit your **CV and a Personal Statement** (no more than 2 x A4 pages), identifying how you meet the essential criteria outlined in the person specification, and why you are interested in becoming **Charity Retail Operations Manager** for Harington.

Please send this to info@harington.org.uk

All offers are conditional and subject to satisfactory pre-employment checks and references including an enhanced DBS check.

Closing date for applications	Friday 28 February 2025, 9:00am
Interviews	Tuesday 11 March 2025



JOB DESCRIPTION

JOB TITLE:	Charity Retail Operations Manager
REPORTING TO:	Head of Finance and Operations
RESPONSIBLE FOR:	Shop Managers, Shop Assistants, Work Experience Learners and Volunteers
HOURS:	37.5 hours a week including weekend duties and attendance at evening meetings as required for which time off in lieu are granted.
ANNUAL LEAVE:	25 days (rising to 30 after 5 years' service), plus 8 days Bank/Public Holidays
SALARY:	£40,401 per annum
PROBATION PERIOD:	6-months with a 3-month review

ROLE OVERVIEW:

The Charity Retail Operations Manager will oversee Harington's two charity shops, aiming to ensure that retail experience in the shop's benefits learners from the scheme, on work experience, and ex-students now employed as Shop Assistants. You will be expected to maximise sales and increase income as well as ensuring value to the local community is maximised.

The post-holder will be responsible for overseeing the retail operations of the shops, which includes a mix of administrative, financial and operational duties. Key responsibilities also include maintaining the weekly rota for all staff, Harington students/learners on work experience and volunteers. In addition, the role involves delivering excellent customer service, attracting suitable donations, effective stock management, supporting a strategic review of the shops, designing and implementing policies and procedures, overseeing Health and Safety, recruitment, supervision, training and performance appraisals.

Harington views its retail operation as a single entity; therefore, sales targets will be set for the operation to encourage shop staff across both shops to work collaboratively to achieve them. This approach will include coordinated efforts such as stock transfers, maximising Gift Aid opportunities and introducing innovative strategies to ensure the charity's long-term sustainability and success.

The role will require three-days of administration and financial oversight, and two-days retail (one day in each shop), however this may fluctuate. For example, to cover during staff annual leave, sickness or absence.

As a member of Harington's management team, the role contributes to achieving the charity's overarching aims and objectives.



1. MAIN DUTIES AND RESPONSIBILITIES

MANAGEMENT

- Contributing to the management team on all aspects of organisational development and attend meetings as required.
- Co-ordinate sales policies and systems to ensure consistency between the two shops, such as pricing, labelling returns, refunds, and till categories.
- Oversight of the weekly rota, and ensure the shop is adequately staffed at all times, including emergency cover and during annual leave periods.
- Optimise the use of the till software to produce reports and valuable data insights to help with sales performance, stock management, customer trends, staff efficiency and marketing strategies.
- Oversee sales performance for both shops and work with the shop managers to discuss, agree and implement any new strategies or promotions to increase sales.
- Collaborate with shop managers to initiate and manage marketing campaigns and sales promotions aimed to increase sales and encourage stock donations.
- Deliver a high standard of presentation throughout the shops by applying suitable display, merchandising and window standards.
- Ensure that Trading Standards, Consumer Rights and other legal requirements are observed, and oversee the implementation of any new requirements.
- Co-ordinate stock transfers between the two shops and monitor stock levels in the storage unit at Hornsey.
- Monitor 'ragging', stock rotation patterns and donations policies to ensure income from rag sales is maximised and waste is minimised.
- Recruit any new staff as required and a team of regular and ad-hoc volunteers. Provide effective line management, development and communication within the team. This includes conducting regular meetings with shop managers (typically monthly) and annual appraisals.
- Provide reports to the Head of Finance and Operations for quarterly Finance and Resources meetings, and as required.

TRAINING PROGRAMME

- Developing training and progression plans for Shop Assistants to enhance their skills, knowledge and employment prospects for the end of their tenure with Harington Retail. Additionally, implementing routine and tailored training programmes for shop managers to strengthen their knowledge and leadership skills.
- Ensuring that all Shop Assistants and work experience students have a full induction and good quality training sessions, as necessary, to support them in their roles and increase their employability.
- Close liaison with the Recruitment and Progression Team and Vocational Team leader to co-ordinate work experience; provide feedback on work experience learners; and support the progression of Shop Assistant into further employment.



HEALTH & SAFETY MANAGEMENT

- Taking responsibility for ensuring the Health & Safety of the shops, including compliance with manual handling guidelines, maintaining electrical and equipment in good working condition, and completing essential training to meet compliance safety standards. Promote and adhere to safe working practices to promote a secure environment for all. Reporting any incidents or issues to the Head of Finance and Operations.
- Conduct and update risk assessments as required to ensure ongoing safety and compliance.
- Comply with and support the development of Harington policies and procedures.
- Commitment to ensuring the safeguarding and wellbeing of vulnerable young people and ability to follow safeguarding procedures

ADMINISTRATION

- Ensure that effective financial controls are in place, maintained, and that digital records are kept up to date. For example, ensure shop managers accurately complete all start and end of day cash and banking procedures.
- Follow Gift Aid and Data Protection procedures.
- Delivering all shop administration to agreed deadlines.
- Preparing or contributing to the preparation of reports on all matters relating to the shops to internal and external stakeholders.
- To carry out any other tasks that may be required.



HARINGTON
Learning to grow, growing to learn

2. Person Specification: Charity Retail Operations Manager

Selection Criteria	Essential / Desirable	Assessment Method
Qualifications		
Retail qualification at HND level or similar	D	AF/C
Management or other relevant professional experience	E	AF/C
Knowledge		
Demonstrate knowledge and understanding of health and safety legislation requirements and managing health and safety at work within a retail environment	D	AF/I
Experience		
Experience in charity shop and/or retail, ideally at a supervisory or management level, for a minimum of 3+ years	E	AF/I
Leadership, managing and supporting staff, while working as an effective member of a management team	E	AF/I
Achieving and exceeding sales targets	E	AF/I
Entrepreneurial and commercial mindset - Ability to identify new retail sales opportunities. To lead, plan and grow a charity retail enterprise	E	I
Financial management experience – banking, cash handling, daily financial procedures	E	I
Competence in using point of sales systems – knowledge of Tengo would be an advantage	E	I
Knowledge of retail Gift Aid	D	I
Experience of working with people with learning disabilities and/or learning difficulties	D	AF/I
Experience of and/or ability to coach and train young people at work	D	AF/I
Managing operation tasks, such as rotas, staff performance etc.	E	I
Interest in shop layout to maximise income	E	I
Good knowledge of stock management	E	AF/I
Skills and Ability		
Excellent customer service skills and the ability to engage effectively with customers and community partners	E	AF/I
A good eye to identify high and low value donations	E	AF/I
Organisational skills and attention to detail	E	I
Problem solving and conflict resolution skills	D	I



Digital skills – Fully conversant with Microsoft 365 applications including Word, Excel, Outlook and OneDrive	E	AF/I
Financial acumen with proficiency in budget management, including both understanding budgets and cost control	D	AF/I
Strong written and verbal communication skills	E	AF/I
High levels of energy and enthusiasm and good interpersonal skills	E	I
Other		
Commitment to ensuring the safeguarding and wellbeing of vulnerable young people and ability to follow safeguarding procedures	E	I
Willing to undertake continuous professional development as necessary	E	I
Knowledge of and a strong commitment to equal opportunities	E	I

Please ensure that you describe how you meet all essential criteria in your application.

Notes

Assessment Method Key: AF = Application Form, C = Certificate, I = Interview

This post involves working closely with vulnerable young people therefore the appointment will be subject to an Enhanced DBS Disclosure with Barred List checks.

This list of duties is not intended to be exhaustive but simply highlights some of the major tasks of the post.