# JOB DESCRIPTION

Job Title: Retail Operations Manager

Department: Fundraising & Trading (Bath Cats & Dogs Home Trading Ltd)

Reports to: Head of Fundraising and Trading  
Responsible for 5 Shop Managers and Ecommerce Manager

Location: Hybrid, (Rehoming Centre, Shops and Home)

Salary: £30,000 (FTE)

Internal Job Score: 288

Deadline:12pm 02/03/2025

Interviews: 6/03/25 please let us know if you cannot make that date

**About Bath Cats and Dogs Home**

**Every cat and dog should enjoy a healthy life and a happy home. Through advice and support in our community, to rescue, rehabilitation and rehoming at our centre, we positively transform the lives of pets.**

**Purpose of the job**

Collaborate with the Head of Fundraising & Trading to craft and deliver short, medium, and long-term strategies that drive growth across our shops and ecommerce platforms.

Look after the daily operations of our retail and ecommerce outlets, ensuring smooth, efficient management of trading activities. Oversee staff and volunteers, streamline donation handling and storage, and create an environment where every team member thrives while contributing to Bath Cats & Dogs Home's mission.

**Principle tasks**

* Motivating the retail team to achieve annual income targets through leadership, including one-to-ones, appraisals, budgeting and setting objectives as well as ensuring adequate training for the retail team and volunteers.
* Reporting sales actuals from all channels on a weekly basis with takings breakdown.
* Invoice Processing and managing supplier relationships
* To provide creative direction and input for shop merchandising, promotions and window displays.
* With the Head of Fundraising and Trading develop and monitor a trading strategy, whilst including an entrepreneurial approach to maximise new opportunities both retail and non-retail.
* Hands on support of the shops and coverage of shops in emergency situations.
* Develop relationships with the Finance Team, The People team and External Stakeholders to ensure efficient processes as well as the Communications team to ensure effective PR and promotional campaigns
* To plan and manage ongoing donations campaigns to secure a pipeline of high-quality donations for shops and mail-order channels and to ensure the efficient sorting and optimum allocation of these donations
* To work with Volunteer Engagement Manager to recruit and manage trading volunteers for shops and donation sorting. Ensure that volunteers needs are met and training is offered.
* To ensure that BCDH Trading complies with all necessary trading Health & Safety legislation and licensing requirements, that we are an active member of the CRA and adhere to RSPCA Trading guidelines.
* To fulfil any other agreed duties that may at times be reasonably required.

**Knowledge, skill and experience**

1. Professional/Technical Qualifications/Skills:
   * IT skills including Microsoft Excel, Word & Outlook – essential
   * EPOS skills/experience (we use cybertill) – essential
   * Professional qualification in retail and/or customer service – desirable
   * Emergency first aid at work qualification – desirable
   * Health and safety training/skills - desirable
2. Competence/ Experience:

Essential:

* Experience in a charity retail environment or understanding of charity retail associations and fundraising standards.
* Proven team leadership skills with the ability to manage and motivate the retail team to reach and exceed set targets
* Ability to develop and implement trading strategies with measurable targets for growth.
* Experience in analysing retail performance data and adjusting strategies to meet objectives.
* Ability to work on own initiative and to organise and prioritise own workload.
* Experience managing budgets, forecasting, and delivering income targets.
* Knowledge of cash handling, banking procedures, and maintaining clear audit trails.
* Car owner with full driving licence.
* Knowledge of charity retail compliance, such as Gift Aid, Trading Standards, and Health and Safety regulations.

Desirable:

* Working knowledge of Gift Aid and claim processing
* Familiarity with the Bath, Somerset and West Wiltshire area
* Awareness of how to align retail and trading activities with organisational branding and values.
* Knowledge of running retail promotions and integrating campaigns to drive sales.
* Knowledge/understanding of the vintage retail market
* Knowledge of companion animal pet products

1. **Organisation**

Bath Cats & Dogs Home Trading Ltd, wholly owned subsidiary of Bath Cats & Dogs Home

1. **Job Context**

Work is carried out within general guidelines in accordance with the RSPCA Licensing Scheme and other relevant Branch policies and procedures.

1. **Additional information**

* We would prefer a full driving license and access to a vehicle
* Ability to work varied hours, including some evening and weekend commitments.
* Commitment to Bath Cats and Dogs Home’s values and a working style that reflects these