

**JOB DESCRIPTION**

**Job Title: Trading Manager**

**Salary**: circa £16 - 17k pro rata dependent on experience

**Hours:** 37 hours per week, seasonal to cover The Monkey Sanctuary opening times, March to end of October, including Saturdays and Sundays.

**Responsible to**: Director

**Responsible for**: Café staff, retail and admission assistants

**Charity and organisation overview**: Wild Futures is a leader in the field of primate welfare and conservation, environmental education and sustainable practice. Based at our flagship project, The Monkey Sanctuary in Looe, Cornwall, Wild Futures Trading is the retail subsidiary of the charity, responsible for the café and shop and online shop, all of which serve to help fund the charity’s work, while providing an opportunity to demonstrate a practical example of the welfare and sustainability ethics of the charity.

**Job Summary:** The manager is required to supervise the shop, café and admissions desk on The Monkey Sanctuary site, as well as the online shop. The Trading Manager will be striving to maximise profits for the charity while responsible for every aspect of the day-to-day supervision of the café and the shop on site, including sales, staff, stock and resource management. Catering for visitors varies through the open season, with the main café open only for the peak holiday periods.

The role requires a team player who understands and works with the Wild Futures objects, aims and ethos, with excellent attention to detail, ensuring that all visitors and staff feel valued.

# Skills & Qualifications:

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| Essential  Demonstrate dedication to organisation goals rather than individual gain.  Demonstrate good commercial acumen  Good communication skills, with the ability to convey information clearly both orally and in writing  Excellent people skills and ability to manage and motivate a team of staff and volunteers  An organised approach to administration with organisational and analytical skills and ability to meet deadlines  Ability to handle a demanding workload and conflicting priorities  Manage tasks/projects through to full completion  Demonstrate sound decision-making, including seeking advice where appropriate and being adaptable to changing circumstances    Ability to overcome challenges and obstacles and be resilient  Demonstrable learning and experience from working in a relevant retail environment  Experience and/or understanding of working to sales and profit targets  Attention to detail  The ability to work as part of a team and independently on own initiative when necessary  Experience in handling money  A ‘can do’ attitude | Desirable  Experience of working within a target led environment  Understanding of the charity retail sector and of working with volunteers  Familiarity with Vend or similar system  Working knowledge of Health and Safety regulations and procedures  Financial and budget management |

**Job Details:** Responsibilities will include but will not be restricted to:

1. Manage and run the Sanctuary Gift Shop, including the online shop.
2. Recruit staff for the café, shop and admissions desk on a seasonal basis and ensure coordination and smooth running of these.
3. Ensure that staff understand and have the information required to promote the Wild Futures ethos and that there is continuity of message for visitors.
4. Oversee the running of the café.
5. Order supplies, liaise with suppliers and source new products (in line with the ethos of the Sanctuary).
6. Develop ideas for new promotions and other improvements to presentation and retail practice.
7. Develop the retail arm as a profitable business.
8. Effectively manage and display stock in order to maximise footfall and sales.
9. Serve customers and handle visitor relations in an appropriate and friendly manner.
10. Manage the housekeeping duties to maintain a clean and tidy environment in line with health, hygiene and safety requirements.
11. Manage budget.
12. Ensure that all relevant documentation relating to cash handling is processed and that all discrepancies are investigated and documented.
13. Undertake daily till and safe reconciliation and banking.
14. Administration –including a monthly stock-take, review of profit and sales and seasonal review.
15. Report to the Director and Trustees as required.
16. Ensure that the shop and café is properly maintained (by liaising with the Sanctuary Site team.)
17. Organise, train and supervise voluntary helpers.
18. Maintain good communications with the rest of the Sanctuary team.
19. Attend all training courses and meetings as required.
20. Assist with Wild Futures events if required.
21. Comply with Wild Futures’ Policies and Procedures.
22. Undertake any reasonable task as directed by the Director as may be deemed appropriate within the scope of the job.
23. This role involves standing for long periods, lifting and carrying

Please send CV and covering letter to [rachel\_hevesi@wildfutures.org](mailto:rachel_hevesi@wildfutures.org) No agencies please.

Closing date 9 February 2018. We reserve the right to close this advert early if we are able to appoint to the vacancy before the advertised closed date.