

Role Descriptor – Retail Coordinator

Reporting to: Managing Director, WLL (CEO, Manx Wildlife Trust)

1. Role Purpose:

To manage the retail offer for Wildlife Limited (WLL), to generate income and raise public awareness to support the charitable objectives of Manx Wildlife Trust (MWT). The current retail offer includes the Gift Shop in Peel, two Nature Discovery Centres (NDCs) at Ayres and Scarlett, pop-up shops (including external events), a small shop in Douglas Sea Terminal, and on-line sales.

Working closely with the MWT team to support the delivery of the MWT mission, to **‘protect and enhance our environment, create more spaces for wildlife, and inspire people to act for nature.’**

2. Role Responsibilities:

2.1 Core Function:

- Oversee the shop volunteers, working closely with the volunteer who organises the volunteer rota, supervising and directing volunteers and junior MWT staff when required.
- Buying stock as required for all possible outlets. The focus being to source sustainable products, linked to nature, the environment and, where possible, the work of MWT.
- Maintain oversight on stock levels and organise stocktaking as/when required. Fully develop our use of the Sum-Up ePOS point of sale software.
- Oversee the receipt of goods, unpacking, pricing, storage, product display and promotion. Forward all paperwork to our accounts team, informing the MD if there are any issues.
- Ensure stock flow, using data to make informed decisions and, when necessary, reduce prices or put on special offers and themed promotions.
- Develop and source new product lines and potential new retail outlets and opportunities.
- Lead on creating and delivering the promotional and marketing work for the retail offer.
- Work closely with MWT Head of Engagement on the promotion of MWT and our conservation work in all locations, to drive support, sales of MWT memberships, adoptions and events.
- Chair the Gift Shop & NDCs meeting, supported by the MWT Administrator for minute taking.
- Work closely with the MD and WLL Treasurer to provide financial reports on the retail offer.

2.2 Wider Duties:

- Support routine Shop Operations, if/when required.
- Participation if required in wider WLL/MWT meetings e.g. WLL Board, MWT Engagement meetings, and all staff meetings.
- Comply with WLL/MWT’s policies, procedures, and guidelines, together with all relevant regulatory and statutory requirements, including Health & Safety and GDPR legislation.
- Actively promote and demonstrate a commitment to best practice in equality & diversity.
- Always demonstrate, the professional behaviours expected of all WLL/MWT staff.
- Actively participate in the WLL/MWT staff appraisal and development scheme, undertaking when appropriate, personal professional development/updating.
- Operate innovatively, and be receptive to, and search out, new ideas and ways of working.

3. Working Hours, Salary, Place of Work & Expenses:

This is a permanent, part-time (standard 18.75 hours or 2.5 days per week) post based in the MWT Gift Shop/Office in Peel, with flexibility for home working as required. In busy periods the weekly hours could be increased by mutual agreement in advance with the MD.

The salary grade is at Band C to Band F (subject to experience) which equates to £27,191 to £30,224 for a full-time 37.5 hours/week role. Pro-rata, for 18.75 hours per week, this equates to £13,595.50 to £15,112. Following a 3-month probation period you will also receive an additional 5% pension contribution, which is subject to an annual review.

There will be a need for time to be spent at the NDCs and Douglas, and leave the Island to attend trade fairs, when overnight stays will be required. If so, all expenses will be fully refunded by WLL.

4. Person Specification:

4.1 Technical Competencies:

Competency:	Essential	Desirable
Experience in retail sales	√	
Excellent communication and interpersonal skills, both verbal and in writing	√	
Experience in the purchase and pricing of stock for sale		√
Merchandising skills and an eye for visually impactful and coherent displays	√	
Use of EPOS data to analyse sales trends and make informed decisions	√	
Hold or be willing to undergo a Disclosure & Barring Service Enhanced Disclosure	√	
Excellent working knowledge of IT packages including Microsoft EXCEL spreadsheets	√	
Interest in The Wildlife Trust movement and support for our goals		√
Numerical literacy and ability to process and analyse data	√	
Isle of Man Worker status	√	
An ability to:		
Work effectively in partnership with a range of stakeholders including suppliers	√	
Operate stock control systems for retail sales		√
Be innovative and creative, to develop new ideas and source new products for sale	√	
Collect and collate information, prepare professional reports	√	
Organise, prioritise, meet deadlines & deliver specific outcomes	√	
Work in a tidy and highly organised way	√	
Create & deliver creative campaigns linking conservation work to income generation		√

4.2 Behavioural Competencies expected of all MWT Staff:

Competency:	An ability to:
Enthusiasm	Commitment and enthusiasm for, wildlife conservation and sustainability
Organisation	Plan, organise and manage work to meet given objectives
Communication	Communicate professionally in a variety of ways. Outgoing, strong inter-personnel skills
Approach	Work precisely and professionally, with a mature, pragmatic, and flexible approach
Embrace Change	Innovate & develop systems & ways of working. Striving for continuous improvement
Motivation	Self-motivated, high level of enthusiasm/stamina, able to manage own time & priorities
Delivering	High performance culture in all work
Teamwork	Enjoyment of teamwork. Ability to work well with others and to values of MWT
Collaboration	Tact, empathy, understanding, diplomacy, confidentiality, and discretion
Confidence	Represent MWT well/professionally. Champion the work of MWT