**JOB DESCRIPTION**

**Title of Role:** Retail Operations Manager

**Hours:** 29 hours per week worked over 4 days

**Contract** Permanent

**Salary:** £30,000 FTE

**Location:** Cardiff & Vale

**Line Manager:** Head of Retail

**Job Outline:**

At Cerebral Palsy Cymru, we believe in the power of retail to change lives. We’re on the lookout for a Retail Operations Manager to drive success across our vibrant charity shops in Cardiff and Barry. This is your chance to be at the heart of a purpose-driven retail team, supporting our mission to help children and families living with cerebral palsy across Wales.

**Duties and responsibilities:**

1. Lead and Develop Shop Teams

You’ll provide inspirational leadership to a team of Shop Managers and volunteers, supporting them to reach their full potential. This includes overseeing recruitment, training, regular one-to-one meetings, and performance management to ensure each shop team is motivated and high-performing.

1. Drive Sales and Maximise Profit

You will be responsible for achieving and exceeding income targets across multiple retail sites. By analysing performance data, reviewing pricing strategies, and identifying local opportunities, you’ll help each shop reach its full potential, delivering vital funds for Cerebral Palsy Cymru.

1. Support and Deliver the Retail Strategy

Working closely with the Head of Retail, you’ll play a key role in implementing our Retail Strategy and Business Plan. You’ll help shape the operational direction of our charity shops, ensuring consistency, innovation, and alignment with organisational goals.

1. Ensure Operational Excellence and Compliance

From shop floor standards to back-office processes, you’ll ensure that all shops adhere to charity policies, health and safety regulations, and industry best practices. You’ll also support Gift Aid performance, stock management, merchandising and customer service.

1. Build Relationships and Promote the Brand

You’ll act as an ambassador for Cerebral Palsy Cymru in the community, building positive relationships with local stakeholders and supporters. You’ll work to increase engagement, generate quality stock donations, and ensure our shops are seen as welcoming, professional and community-focused.

1. Provide Flexible Shop Cover and Support Growth

This field-based role requires flexibility across seven days. You’ll provide cover during staff absences and be involved in launching and supporting new shops as we expand across South Wales.

**Person Specification:**

We’re looking for someone who:

* Brings proven experience in retail management (charity retail a bonus!)
* Is a confident people manager with a passion for coaching and motivating teams
* Thrives in a dynamic, field-based role
* Understands the power of community engagement and high-impact visual merchandising
* Is hands-on, proactive, and solution-focused
* A full clean driving licence and access to your own vehicle

**Benefits:**

* Flexible part-time working over 4 days
* A collaborative, supportive work culture
* The satisfaction of knowing your work supports children and families across Wales

**Location:**

Field-based across our shops in Cardiff & Barry (with potential travel across South Wales).

**How to Apply:**

Download and complete an application form from our website: <https://www.cerebralpalsycymru.org/about-us/work-with-us-current-vacancies-and-opportunities>

Send your completed application form to: [HR@cerebralpalsycymru.org](mailto:HR@cerebralpalsycymru.org)

If you have any questions about the role or want to speak to a member of the team about the post, please contact Cerebral Palsy Cymru on 02920 522600 or email [HR@cerebralpalsycymru.org](mailto:HR@cerebralpalsycymru.org).