



Norwich Pride Job Description

DEPUTY RETAIL MANAGER

About the Role:

The Deputy Retail Manager will assist the Retail Manager in all aspects of managing our Pop-Up Shop.

The Pop-Up shop trades throughout the year at various events and venues and is a key fundraiser for the Norwich Pride annual event as well as providing an opportunity for community connection and visibility of our brand as well as our mission across the city and into the wider county.

Mostly you will assist with the transport of goods and equipment, the set up and running of the Pop-Up shop and the management/training of the small volunteer teams who assist on each occasion.

Sometimes, and when you are experienced, we will ask you to run and manage a few Pop-Up Shops on your own with a small team. Hence the car and drivers' licence preference on the Job Description.

NB: The role attracts expenses for fuel and subsistence.

NB: Due to the fact that this a cash and goods handling role it may be subject to a request for a DBS check from the successful candidate. (We will arrange and pay for this.)

Requirements:

This role requires good organisational and leadership skills and would suit someone who already has retail experience.

- Trustworthy and conscientious
- Able to build rapport with customers and other volunteers
- Commitment to working for LGBTQIA+ equality
- Ability to help develop contacts within the local LGBTQIA+ makers community and develop relationships of mutual benefit.
- Able to assist the Retail Manager in researching and sourcing affordable and ethical 'Pride' product lines to sell alongside our usual 'Rainbow Range'.
- To be a sound communicator and team player.
- Can help build a cohesive supporting team by guiding, encouraging and training volunteers 'on the job'.
- Is Resilient and can work well under pressure
- Can delegate and ask for help.

- Has a valid current and clean driver's licence.
- Access to a car for transporting goods and equipment to set up and run the Pop-Up Shop would be ideal.

Responsibilities:

- Assist in stocking and running the Pride Shop to ensure it raises funds for Norwich Pride and reflects our brand and charity aims.
- Help support and supervise the volunteer shop assistants when they are 'on duty' in the Pop-Up Shop.
- Help organise Norwich Pride Pop-Up Shops in relevant venues and at events
- Keep accurate records of stock and sales
- Keep accurate and honest records of cash and card sales.
- In the future possibly help coordinate online sales through Red Bubble or similar
- To work within agreed budgets and build in-kind support.
- Ensure overall there is a net profit, not loss, on shop sales
- Supporting the induction and training of our volunteer teams, including, but not limited to, attending and giving input to the main Volunteer Training Day in June.

Line Management and Support Statement

- You'll be part of the Retail Delivery Team and be line-managed, supported and guided by the Retail Manager and the Volunteer Lead.
- You will report to colleagues on the Organising Team of Norwich Pride when invited to.
- You'll be mainly liaising with Finance, Retail and Volunteer Leads
- The successful applicant will be supported with an induction process with a probationary period of 3 months which will end with a review of suitability and progress made.

NB: *All those interested in volunteering and working with Norwich Pride must agree and advocate the Core Values of Norwich Pride, which can be found on our application form.*

Norwich Pride is a Charitable Incorporated Organisation, and all our activity complies with our charitable objectives, best practice and Charity Commission guidance. This includes our own policies and protocols of the organisation.