

JOB DESCRIPTION

Summary job details

Job title:	Head of Trading
Contract basis:	Full-time, permanent
Direct reports:	Assistant Trading Manager (PT), Sales and Marketing Co-ordinator (PT), Trading Assistant (FT)
Reporting to:	Director of Fundraising and Marketing
Team:	Trading
Salary:	£38,800 - £43,000
Job Band:	2

Job description

Job purpose:

To devise and develop a Trading strategy for Embrace the Middle East Trading Company, designed to deliver the greatest possible benefit to the Charity. To manage the implementation of that strategy, through excellent team leadership. Working collaboratively with the wider community of the Charity.

Main responsibilities:

1. To devise, create and manage the implementation of a long-term strategic plan for the Trading Company, including an annual business & operational plan, for approval by the Board of Trading Directors
2. Responsible for the overall profitability of the Trading Company to the Board
3. Business Operations Management
4. Effective delivery of all operational activities agreed within the business plan
5. Manage work flow processes and operational procedures for trading activities
6. General duties

Key tasks:

1. To devise, create and manage the implementation of a long-term strategic plan for the Trading Company, including an annual business & operational plan, for approval by the Board of Trading Directors

- Develop and implement a strategy, which maximises the impact of the trading operation in support of the Charity's objectives.
- Responsible for staff capacity planning, ensuring appropriate staffing levels maintained to meet strategic aims.
- Ensure the Trading business is fully integrated into the overall activities of the Charity and that the Charity is properly represented in the trading catalogues and on the webshop
- Working alongside the Fundraising & Marketing team to consult on wider Trading Strategy and operational decisions that will impact the Charity.
- Provide data analysis to inform future buying patterns for both product and promotional purchases.
- Prepare and present reports to Trading Board of Directors (3 - 4 times per year), providing operational update and business planning.
- Manage relationship with warehouse – regular visits / check efficiency of training / monitor service level agreement.
- Manage re-tender process as per current contract terms.

2. Responsible for the overall profitability of the Trading Company to the Board

- Ensure the Trading Company remains in profit.
- Maximise Charity income through trading routes.
- Maximise Charity supporter acquisition through trading routes.
- Work with Head of Finance to provide financial information needed for Finance to produce income / expenditure reports and profit budgets for the trading operation.
- Analyse, review and report regularly on performance and reforecast budget accordingly in liaison with the Finance team. Manage annual budgets - including; income, expenditure, marketing, sales, design and print spend, investment in new products and 3rd party suppliers.

3. Business Operations Management

- Responsible for developing a multi-channel annual marketing plan, together with the Fundraising & Marketing team, to maximise impact of the Trading Company and deliver benefit to the Charity.
- Responsible for setting the vision for the selection of trading goods and products to reflect the Charity's vision and mission.
- Manage relationships with suppliers and negotiate contract terms and conditions (eg fulfilment house).
- Manage procurement from service providers and product suppliers, in line with the organisations values and at competitive prices.

- Develop existing trading model, including researching new market opportunities (bookshops / Cathedrals, volunteer trader/ seller / church schemes).
- Explore new product ranges including those sourced from the Middle East, which may directly improve the lives of target beneficiaries.

4. Effective delivery of all operational activities agreed within the business plan

- Build a strong and collaborative team, providing clear goals and objectives for direct reports with guidance and direction as required.
- Develop a spirit of collaboration and co-operation between Trading team and wider community of Embrace
- Communicate clear picture of the future for the team
- Drive operational excellence through a highly valued and well-supported team.
- Line manage team including weekly and monthly catch up meetings and annual performance appraisal reviews to ensure efforts aligned with team goals and organisational strategy.
- Represent the Trading's interests at Fundraising and Marketing Directorate Leadership Team meetings.

5. Manage work flow processes and operational procedures for trading activities

- Working with the team to, define and communicate a stock management process to ensure customer satisfaction while minimising stock write-offs.
- Responsible for content sign off on all external trading communication materials.
- Working with the Charity to coordinate communications calendars for Trading and Charity.
- Responsible for overseeing high quality customer service, dealing with complaints and ensuring adequate staff training.

6. Other duties commensurate with the post

- Attend and participate in staff meetings, DLT meetings and Fundraising & Marketing team meetings as appropriate and support other colleagues as required.
- Adhere to Embrace's policies & procedures at all times.
- Be proactive in reviewing and evaluating own and team's performance and identifying and acting upon areas for improvement and development.
- Undertake as required any other duties compatible with the role.
- Sympathetic to the Christian values of the Charity.

Person specification

Embrace the Middle East – Person Specification

Attribute	Essential	Desirable
General Education	University degree or equivalent (eg significant practical experience)	Undergraduate or post-graduate qualification in development studies or a related subject
Skills and abilities	<p>Collaborative team leader who enjoys seeing others develop and flourish</p> <p>Devise, develop and manage the implementation of a business strategy for the organisation based on an analysis of the industry and marketplace</p> <p>Broad business understanding, familiar with the dynamics of business management and Charity trading</p> <p>Proven commercial acumen and understanding of catalogue and webshop trading</p> <p>A calm and organised thinker who performs under pressure and multi-tasks effectively</p> <p>Interpreting or assessing customer needs, analysing detailed information and identifying trends to generate original ideas and innovative solutions</p> <p>High level of operational expertise, exercising a substantial degree of independent professional responsibility and discretion</p> <p>Proven organisational and administrative skills</p>	<p>Specialist skills (online retail, Charity, trading of middle eastern products)</p> <p>Cultural awareness of the Middle East and/or experience of the issues of the region</p> <p>Understanding of the Christian trading goods marketing, including the range of Church linked and Christian retail outlets.</p>

Attribute	Essential	Desirable
	<p>Expresses ideas clearly and concisely in writing</p> <p>Persuasive written communication skills</p> <p>Understands an organisation's strengths and weaknesses as compared to competitors</p> <p>Ability to effectively deliver presentations</p> <p>Computer literate in Word, Excel and Outlook</p>	
Experience	<p>Experience of / or desire to, work in a faith-based organisation</p> <p>Leading and developing a collaborative team</p> <p>Working at Senior leadership level</p> <p>Responsible for strategic development and delivery of a business operation</p> <p>Reporting to Director or Board</p> <p>Responsible for overall profitability of business operation</p> <p>Experience of budgeting and financial management</p> <p>Responsible for staff capacity planning and management</p>	Experience of working for a Trading Company

Attribute	Essential	Desirable
Personal qualities	Self-motivated and able to work under pressure and prioritise effectively Good team player prepared to contribute to the overall success of the organisation Ability to take initiative and problem-solve effectively Self-motivated and results driven Be committed to the mission, vision and values of Embrace the Middle East Charity	Creative and innovative approach

Detailed job particulars and circumstances

- Job Title:** Head of Trading
- Contract basis:** Full-time, permanent
- Reporting to:** Director of Fundraising and Marketing
- Direct Reports:** Assistant Trading Manager (PT), Sales and Marketing Co-ordinator (PT), Trading Assistant (FT)
- Location:** This post will be office-based at Charity's head office at 24 London Road West, Amersham, Bucks HP7 0EZ
- Hours of work:** 8:30am – 5:00pm Monday to Thursday and 8:30am to 4:00pm on Friday (1 hour lunch break each day).
- Overtime is not normally paid, but the post holder may be able to take time off in lieu of extended hours worked.
- Salary:** £38,800 - £43,000

Pension: After three months' employment eligible employees are automatically enrolled into the company's Group Personal Pension Scheme, but have the option to join from day 1. The minimum employer contribution to the scheme is currently 7%, while the employee contribution can be at any level, with Embrace matching employee contributions of up to 3%, in increments of 1% (ie maximum employer contribution of 10%).

Death in service: Life Assurance (Death in Service cover) of 3x salary will be provided for your spouse/dependants in the event of your death whilst you are an active employee of the Charity.

Holiday: The standard annual holiday entitlement in any holiday year based on full time equivalent of 36.5 hours per week is 30 days, inclusive of recognised public holidays. In addition, the office is closed between Christmas and the New Year. For part-time staff the annual holiday entitlement is calculated pro rata in equivalent hours.

Benefits: Employee Assistant Programme (confidential counselling, legal and financial advice) and GP helpline – both available 24 /7, 365 days a year.
Training and development programme for all employees. Fruit to office offered as part of Embrace's health & wellbeing programme.

Probationary period: 6 months

Part 5: How to apply

To apply, please go to our website, www.embraceme.org/vacancies