



Person Specification for Head of Retail

Criteria	Essential	Desirable
Experience and Job Knowledge	Retail experience Comprehensive management Background Proven leadership and development experience Experience of managing budgets and accounts	Experienced working with volunteers Knowledge of HR practice and Health & Safety Compliance Knowledge of Gift Aid systems Similar previous position
Skills & Competencies	Ability to develop a brand of shops Strong customer focus Interpersonal and development skills Competent oral and communication skills Strong planning and organisational skills	Proficient in the use of IT software packages Competent in analysis and use of statistics
Personal Qualities	Integrity & honesty Team leader & team player Flair and creativity Highly motivated Positive temperament	Adaptability
Additional requirements	Driving licence Own car	Interest and concern for the welfare of domestic animals