

Job description – Retail Store Managers

Background

U-turn is a thriving non-profit that exist to give homeless people the skills to overcome homelessness. Founded in 1997, we believe in **life after homelessness**. We believe that every homeless individual should have access to an effective pathway that addresses their physical, spiritual and emotional needs so they can leave the streets and become a long-term productive member of society.

To help homeless people overcome homelessness we operate a phased rehabilitation programme that gives individuals new ways of thinking (via Substance abuse rehab, direct training and Occupational Therapy) as well as work places (offered in our social enterprises) where candidates can test and apply the training they've received. In the process, the programme inculcates a healthy work ethic, furnish modern job skills and give 18-24 months of real work experience so that individuals can graduate and be gainfully employed in the modern South African economy.

The programme is yielding wonderful results. Our candidates typically graduate into open market employment and show an 83% long-term success rate! We are actively working to expand the programme to more locations in Cape Town and across South Africa.

The position – retail with purpose

An exciting opportunity for an individual with excellent retail skills and experience is available to join the U-turn team as a Store Manager. The Store Manager positions are based in the following areas:

Southern Suburbs,

- Cape Town: Central Business District
- Maynard Mall

Northern Suburbs

- Parow
- Maitland
- Durbanville

This is an excellent opportunity for individuals to apply their professional retail skills in a developmental setting. Reporting directly to the Retail Operations Manager, the candidate will apply their retail skills to run our retail stores to grow sales and profitability. At the same time, the person will be managing a team of sales assistants who were formerly homeless and are currently on the U-turn work- rehabilitation programme.

The ideal candidate who is happy to work in an organization with strong Christian motivations displays a passion to see people grow (i.e. to work developmentally) and is excellent at customer service. This is a full-time position.

Key areas of responsibility

- Manage a U-turn charity store to meet sales targets, including motivating staff to do so.
- Provide excellent customer service, dealing effectively with complaints and queries, and encouraging customers to join the U-turn loyalty programme.
- Ensure cash and stock handling at the store is done as per instructions
- Preparing promotional materials and displays
- Ensure the store is a therapeutic space for those on the U-turn Life Change Programme.

- Provide training for and day to day management of store assistants, including task allocation, leave days, adherence to the disciplinary code, and supporting the unique growth journey of each person.
- Maintain, update, and enforce safety and security procedures.

Experience

- Previous experience in the retail sector (essential)
- Experience as a duty manager/ assistant manager or a manager in a retail setting (desirable)

Skills

- Excellent communication skills – verbal and written
- Well-developed interpersonal skills
- Excellent organisational skills and ability to prioritise
- A collaborative team player – concerned with the team success as well as individual performance
- Ability to motivate, coach and develop people
- Commercial awareness

Personal Attributes

- Self-starter – high energy levels, able to self-direct their work to hit targets.
- Enthusiastic and confident
- Resourceful
- Trustworthy – works with integrity
- Good Listener – will challenge constructively and respond well to feedback

Organisational Fit (where applicable)

- If in Recovery - actively engaged in own ongoing recovery, accessing accountability support and practicing recovery behaviour
- If employed as a Professional – affiliation with professional board, continued personal development and accessing supervision
- Gospel orientation – connected to a local fellowship of believers, reading the Bible and grounded in Gospel-motivated Social Action

Next steps

Candidates interested in this position should apply to recruitment@homeless.org.za. You must include a CV and a letter of motivation as part of the application plus a photo of yourself. The letter of motivation should be approximately 1 page in length and include information on why you would like to work at U-turn and how you fulfil the required skills and attitudes outlined above. **APPLICATIONS WITHOUT A LETTER OF MOTIVATION WILL NOT BE CONSIDERED.** *If you have not heard from us within 2 weeks, consider your application unsuccessful.*