



Chief Retail Officer

Salary: £24,874.20 per annum (£41,457 FTE)

Hours: 22.5 hours per week

Term: Permanent

Location: CRY Central Office, Hedge End, Southampton, with regular travel across the shops.

Role Summary

We are seeking an experienced and strategic Chief Retail Officer (CRO) to join Care and Relief for the Young (CRY), a UK-based Christian charity dedicated to empowering children in the world's most disadvantaged communities to rise beyond poverty.

The CRO is a senior leadership role with executive responsibility for leading and developing CRY's retail operation, which currently comprises nine charity shops across the South of England. This growing network is a vital source of income supporting the charity's mission.

The successful candidate will ensure that all shops operate efficiently and profitably, in alignment with CRY's values and financial objectives. They will lead and inspire a high-performing team, while identifying and delivering opportunities to strengthen and expand the retail portfolio.

Key Responsibilities

- Provide strategic leadership for CRY's retail operations, developing and delivering a growth strategy aligned with the charity's mission and financial goals
- Oversee the day-to-day performance of all shops, ensuring high standards in customer experience, operations, and profitability
- Lead, manage, and develop a high-performing retail team, including staff and volunteers, fostering a positive and mission-driven culture
- Take ownership of retail budgets, income, and expenditure, ensuring strong financial performance and effective resource management
- Identify and deliver opportunities to expand and strengthen the retail portfolio, including new shop openings and refurbishments
- Ensure full compliance with all relevant legislation, policies, and health and safety requirements across the retail function
- Contribute as a key member of the Senior Leadership Team, supporting wider organisational strategy and decision-making

Knowledge, Skills and Experience

- Significant senior retail leadership experience, with a strong track record of driving income growth and delivering against ambitious targets
- Proven ability to manage multi-site retail operations and lead high-performing, geographically dispersed teams
- Strong financial acumen, including budgeting, forecasting, and performance management

- Commercially minded, with experience in property, lease negotiations, and retail compliance (including charity retail frameworks such as Gift Aid)
- Skilled people leader, able to inspire, develop, and motivate both staff and volunteers
- Sound knowledge of HR best practice and employment legislation
- Proactive, organised, and solution-focused, with the ability to manage multiple priorities effectively
- Collaborative and confident working at senior leadership level within a values-driven organisation
- A genuine commitment to CRY's Christian ethos and mission

Genuine Occupational Requirement

This post is subject to a Genuine Occupational Requirement (GOR) that the postholder be a practising Christian, in accordance with the Equality Act 2010, Schedule 9, Part 1. Care and Relief for the Young is a Christian organisation and this role, as a member of the Senior Leadership Team, requires the postholder to model, champion, and lead in a way that is consistent with CRY's Christian ethos and values. This GOR has been assessed as proportionate and justified, given the nature and seniority of the role.

What We Offer

- The opportunity to work for a meaningful cause in a supportive and collaborative environment
- Flexible working arrangements
- 22 days' holiday per year plus bank holidays (pro rata), 30 days FTE in total
- An additional day's leave to celebrate your birthday

How to Apply

If you meet the requirements above and would like to join an organisation with a great purpose, please contact us at hr@cry.org.uk for a full copy of the job description and application forms.

The closing date for applications is midnight on **28th April 2026**. Applications must be sent to hr@cry.org.uk and must include a completed application form and a covering letter outlining why you are a strong fit for this role. Interviews will be held on **5th May 2026** and will take place in person at our Central Office in Hedge End, Southampton.

CRY values diversity and inclusion in all its employment practices and welcomes applications from all candidates who meet the role requirements, including the Genuine Occupational Requirement outlined above. Please note that we can only accept candidates who already have the right to work in the UK.