



Job Description

Post Title: Retail Regional Assistant – Midlands/North

Accountable to: Head of Retail

Contract: Permanent, Part time, flexible.

Rate of Pay: £18,000 pa plus mileage allowance and expenses

Main Purposes of the job:

1. To assist the Head of Retail in maximising shop sales and profit in underperforming shops. To assist in shop refits, shop set ups and remerchandising by processing and preparing stock, as directed.
2. Assist and guide shop managers to ensure running of shops is as per guidelines and to represent Life as an efficient retail organisation, ensuring that your actions reinforce Life values.
3. This position will require extensive travel across the Midlands/North of the UK and some overnight stays will be required.

Key Responsibilities:

Sales and Profit

- Contribute to agreed sales targets in selected shops and maximise profits through effective cost control.
- Action areas of non -achievement from store visit checklist
- Identify and report on areas of underperformance, training requirements and non- compliance in shops.
- Run rapid improvement workshops to rectify underperformance and non -compliance in shops.
- Maintain a standard of excellence at all times with regard to customer service, presentation, visual merchandising and supporter care.
- Ensure all directives from Head office are implemented within the shop
- Regularly review high street and charity retailers to ensure shops remain competitive within the local market.

Stock

- Train shop managers to actively encourage the public to donate saleable stock.
- Train shop managers and volunteers to achieve gift aid targets.
- Ensure Life stock selection guidelines on quality and fashion are implemented in the shop.
- Train managers to achieve all the agreed area key performance indicators including Gift Aid, online sales, Stock processing targets and Average selling prices on departments.
- Ensure the shop complies with Life pricing policy

- Ensure managers are rotating stock daily so that no items of stock remain on the shop floor for any longer than the agreed time limits.
- Ensure that efficient and organised stock room systems are maintained within each shop to maximise processing levels and income.
- Involvement in stock processing for shop set ups and re-fits.

Shop Standards

- Train shop managers to achieve a high standard of merchandising and visual display, ensuring sales to space allocation is monitored in the shop.
- Ensure National basic housekeeping standards are maintained, and that shops are adhering to Life Health and Safety policy.

People Management

- Train managers to Recruit, develop and train volunteers to work in the shop in various positions.
- Support the Head of Retail in ensuring that shops are kept adequately staffed at all times in order to maintain levels of service.
- Ensure volunteers are valued and rewarded for their contribution to Life.

Administration, Security and Health and Safety

- Shops to comply with all Life financial and administration procedures as detailed in the shop manual
- Ensure shops achieve compliance on both the financial and health and safety audits
- Action all area administration required by the business within timescales.
- Oversee the implementation of health and safety policies in liaison with the health and safety facilities Manager
- Ensure shop managers are completing relevant administration on time according to the Life shop manual

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services, including retail, are aware of and deliver their individual responsibilities

Corporate Behaviours:

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times

- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.

		Person Specification	
Personal skill characteristics		Essential (Tick)	Desirable (Tick)
Knowledge/Training & Qualifications			
Good level of general education		✓	
IT Literate and numerate		✓	
Knowledge and understanding of fashion, display and visual merchandising		✓	
An understanding of current gift aid legislation is also highly desirable		✓	
Knowledge of the Charity retail sector		✓	
Experience			
Retail experience in commercial or charity sector		✓	
Proven experience of managing a team to include recruitment, training, development, performance management as well as motivating a team to achieve business objectives		✓	
Working to and achieving sales targets		✓	
Working with EPOS tills and manual tills		✓	
Skills and attributes			
Excellent customer service skills		✓	
Commercial acumen and people skills		✓	
Strong leadership and motivation skills with the ability to turn performance around in shops		✓	
Excellent communication and relationship building skills with the ability to build rapport with people		✓	
Strong organisational skills		✓	
Ability to work and flourish under pressure		✓	
Personable and hands on		✓	
Ability to travel across the UK with own transport		✓	