



Job Description

Post Title:	Retail Cluster Manager
Responsible to:	National Retail Manager
Responsible for:	Shop Managers, Assistant Shop Managers and Shop Volunteers
Location:	Based within a Shop, with extensive travel
Contract:	Full-time
Hours:	35 hrs per week over 6 days

Main Purposes of the Job:

To provide leadership and inspiration for the region; to play a major part of promoting Life's mission in society to present Life in the public forum and local media.

The successful candidate would have responsibility for a cluster of shops in the area. The role would include some weekend and bank holiday work and the would be responsible for the management of on call. The role also includes working within the shops alongside staff and volunteers.

Key Achievement Areas:

1. To oversee the operation of the base shop, in particular maximising sales.
2. To support and deliver the retail operational sales strategy, budgets and contribution for the retail estate.
3. To implement standard operation processes in shops to ensure a consistent approach.

4. Lead, empower and motivate the shop Managers and teams to develop and achieve sales and contribution and deal with underperformance alongside the National Retail Manager.
5. Proactively recommended new initiatives to help drive sales across the portfolio such as pop up shops, markets and fashion shows etc.
6. To provide relevant and timely reports into the National Retail Manager.
7. Work collaboratively with the Stock Logistic Manager to ensure that the shops have the right stock at the right time and within budget.

Responsibilities

1. To analyse sales data to manage performance and make informed management decisions in conjunction with the National Retail Manager.
2. To be aware of key competition, retail sector trends and current trading opportunities.
3. To promote a customer service approach within the retail business, investigating complaints or issues of poor customer care, both timely and efficiently and in line with Life's policies.
4. To support the retail budget process.
5. To identify and support methods of stock generation in conjunction with the Shop Managers, and to responds to stock concerns where relevant.
6. To contribute to and deliver operational standards (KPIs) for the retail estate
7. To ensure shops within the cluster have adequate staffing at all times, which may include the post holder covering the shop and at short notice.

People Management

1. To report into and work closely with the National Retail Manager on management progress across the retail estate.
2. To actively engage in the recruitment and selection process with a focus on attracting, appointing and retaining good candidates.
3. To proactively manage and review the performance and progress of managers, set objectives and targets and liaise with the HR Department to develop individual training plans for the team. Liaise with HR when appropriate on performance matters.
4. To motivate and empower staff teams and volunteers to develop and achieve sales and contribution.

5. To maintain and develop beneficial working relationships with other Life departments to further the organisation's objectives, including appropriate attendance at Management Team meetings and volunteer forums.

Premise and Security:

1. To keep the National Retail Manager updated about necessary repairs and maintenance of the shop, agreeing on action plan and costs.
2. The shop manager is responsible for arranging for the work to take place.
3. The main key holder for the base shop will be the shop manager and it will be their responsibility to delegate key holding to volunteers in line with Life's Key Holder Policy.
4. To be responsible for the security of the base shop takings, including the safe storage of the shop takings. The manager will also be responsible for the recording of all daily, weekly and monthly takings and for safe banking in line with the organisations procedure.
5. To ensure that the security procedures are understood and implemented by all staff and volunteers.

Health and Safety:

1. Is responsible for carrying out regular risk assessments according to Life's policy and for ensuring health and safety procedures issued by the charity are understood and implemented by all staff and volunteers.
2. Is responsible for maintaining health and safety records, reporting and recording all serious incidents and injuries to head office in line with Life's policy.
3. To make sure that electrical equipment is properly maintained, in line with legislation.
4. Is responsible for undertaking regular fire drills in base shop and ensuring that fire equipment is serviced in line with legislation, across shops within the cluster.

Strategy and Communication:

1. Is responsible for reporting weekly and monthly income figures and completing quarterly reports for the National Retail Manager on a quarterly basis.
2. Is responsible for updating volunteer details every quarter and to pass on the information to the HR Manager.
3. The manager will maintain good contact with their Line Manager, including suggesting improvements of the operation of Life charity shops.

Managing Volunteers:

1. Responsible for managing and training all shop volunteers in line with the organisations policy.
2. Responsible for overseeing the recruitment of shop volunteers and for ensuring that there is adequate volunteer cover for the shop.

Administration and Finance:

1. Is responsible for carrying out shop administration and ensuring that the gift aiding process runs smoothly, liaising with head office as required.
2. Responsible for monitoring the shop expenditure and that it is in line with the agreed set budget.

Personal Responsibilities

1. 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.
2. 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 the Operations Team, are aware of and deliver their individual responsibilities.

Safeguarding Children & Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

Corporate Behaviours

All staff will be expected to:

Work with 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.

In addition, all managers and supervisors will commit to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential performance
- Provide support, feedback and guidance to all team members
- Encourage their team to achieve work/personal life balance.

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.

POST TITLE: RETAIL CLUSTER MANAGER

	Person Specification	
Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Managing Volunteers		
A good manager and motivator of people	✓	
Communicates effectively and openly at all levels.	✓	
Retail		
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows	✓	
Innovation		
Willingness to contribute to the development of services.	✓	
Administration and Networking		
Competent administration and numeracy skills	✓	
Good organizational skills, with the ability to plan	✓	
Good contacts within the community		✓
Computer literate, with knowledge of MS Office	✓	
Excellent written/oral communication and presentation skills	✓	
Experience/Knowledge/Qualifications		
A good standard of general education	✓	
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	

Personal Qualities	Essential (Tick)	Desirable (Tick)
Committed to the aims and ambitions of the charity	✓	
Approachable and helpful personality.	✓	
Ability to work on own initiative.	✓	
Ability to handle a range of work and meet targets and deadlines	✓	
Negotiation and liaison skills	✓	
Flexible approach to working time	✓	
Understands the importance of equality for all people whether employees or customers	✓	
Ability to motivate others and work as part of a team	✓	
Ability to work with people at all levels.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	
Trustworthy character	✓	