



## Job Description

**Post Title:** Retail Operations Manager

**Responsible to:** National Retail Manager

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**Responsible for:** Shop Managers, Volunteers.

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**Scope:**

A permanent, full time role, 35 hours per week over 6 days.

Home Based, with extensive travel and some overnight stays expected. Own transport essential.

Responsibility for the operations and performance across the retail department.

Weekend and bank holiday working

Management on call

Working in shops alongside staff and volunteers.

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**Main Purposes of the Job:**

1. To oversee the operation a portfolio of shops, 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 donation station manager to ensure that the shops have the right stock at the right time and within budget.
8. To implement the New Goods operation in shops ensuring stock levels, Sales and replenishment are all managed within Budget.
9. To implement the Retail online operation within all shops, maximising income and delivering in line with strategic objectives.

## **Responsibilities**

1. To analyse sales data to manage performance and make informed management decisions in conjunction with the National Retail Manager and Deputy CEO.
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 respond to stock concerns where relevant.
6. To contribute to and deliver operational standards (KPIs) for the retail estate
7. To ensure shops have adequate staffing at all times, which may include the post holder covering a shop and at short notice.
8. To ensure the Online operation is running effectively, maximising Sales and delivering on Budget.
9. To ensure all shops have a supply of New goods sufficient to deliver Sales and to oversee procurement and replenishment logistics.
10. To process all Retail admin to include purchase orders, weekly Sales collation, general retail administration to ensure smooth running of Retail Operation.
11. To set up new shops, including project managing shop fitters and suppliers and ensuring sufficient stock processed to open a new shop. To ensure new shops are opened to an exceptionally high standard in line with the Life Boutique model.

## **People Management**

1. To report into and work closely with the National Retail Manager and Deputy CEO 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 and Deputy CEO updated about necessary repairs and maintenance of the shop, agreeing on action plan and costs.  
The shop manager is responsible for arranging for the work to take place.
2. 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.

### **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 ensuring all volunteer details are up to date 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 overseeing the recruitment of shop volunteers and for ensuring that there is adequate volunteer cover for the shops.
2. Responsible for overseeing the management and training of shop volunteers.

### **Administration and Finance:**

1. Is responsible for carrying out retail administration.
2. Responsible for monitoring the shops expenditure and that it is in line with the agreed set budget reporting any variances to the National Retail Manager.

### **Personal Responsibilities**

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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**

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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**

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### **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**

<b>Personal skill characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
<b>Managing Volunteers</b>		
A good manager and motivator of people	✓	
Communicates effectively and openly at all levels.	✓	
<b>Retail</b>		
Working knowledge of the value and price of goods	✓	
Working knowledge of stock management and rotation	✓	
Creativity with shop display and windows	✓	
<b>Innovation</b>		
Willingness to contribute to the development of services.	✓	
<b>Administration and Networking</b>		
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	✓	
<b>Experience/Knowledge/Qualifications</b>		
A good standard of general education	✓	
Previous retail experience, preferably charity retail	✓	
Experience of dealing with members of the public	✓	

<b>Personal Qualities</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
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	✓	
Own Transport	✓	