



Job Description

Title:	Retail Operations Manager
Accountable to:	CEO
Responsible for:	Shop Managers, Assistant Managers, Assistants, Volunteers, Online Trading Assistant
Location:	Home Based– with extensive travel across the UK
Contract Type:	Permanent
Working Hours:	Full Time - 35 hours per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements

Main purposes of the job:

Life currently has 12 shops, going through a pivotal time of transition and change for the organisation moving from generalist Charity retail on the high street, whilst the high street recovers post covid to a Niche retail position, growing and driving the e-commerce and online platforms and identifying new ways of working to support the retail chain.

This is a new role at Life and as the Retail Operations Manager you will be an integral part of the Retail leadership team.

You will oversee the growth, development, quality and compliance of existing clothing shops, furniture shops, donation centre and all e-commerce operations from our online hub. You will be instrumental in the development and growth of our e-commerce offer.

Key Responsibilities:

- Ability to think strategically and see the big picture while maintaining an eye for detail and leading on specific retail operational projects.
- To manage the Retail team including e-commerce, with a charity retail background and strong operational knowledge of retail.
- Be an effective role model demonstrating high levels of performance and professionalism with a continued focus on personal development.
- Be experienced in the management and growth of a small e-commerce operation on multiple platforms such as Amazon, EBay, Vinted, Drop shipping.
- Have experience of managing financials including budgets.
- Ability to analyse data to support informed decision making and problem resolution.
- Strong drive to achieve results, interpreting the mission and strategy into clear and achievable plans. Monitoring the success of these plans and building on successes/ dealing with failures.
- Proven ability to inspire a diverse group on a dispersed scale and to implement effective performance management in order to get the best from the team.
- Excellent inter-personal skills – with the ability to communicate, influence, provide leadership, negotiate and to present information and ideas.
- Experience in working successfully in collaboration with others.
- Able to manage own substantial administrative workload

Key achievement areas:

Retail Operations

1. Responsible for supporting 12 Charity shops across the UK, managing performance in order to maximise financial contribution to the Charity.
2. To work with the CEO to develop achievable income and expenditure budgets that will ensure year on year growth.
3. To manage the shops teams to achieve the delivery of retail objectives and income targets, to include undertaking regular performance reviews, appraisals and performance management where necessary.
4. To deliver excellent customer service through monitored quality and compliance across all retail outlets.
5. To produce processes and procedures and initiatives for retail staff, including efficient and organised stock rooms, stock generation, saleable stock.
6. To take a lead role in ensuring that operations at each of the shops are safe and efficient and that all statutory and company health and safety policies are adhered to.
7. To lead on the decommissioning of identified non- viable shops in conjunction with the Premises and Compliance Co-ordinator.

Donation Centre

1. To ensure the Donation Centre has an efficient stock procurement strategy for stock generation.
2. To produce processes and procedures to ensure stock is maximised and sorted effectively according to season, quality, and demand.
3. To ensure the Donation Centre has a cost-effective distribution system to support shops that are short of stock on a regular basis through viable stock movement and transferring of goods.

Online and E-commerce

1. To grow, develop and deliver an efficient online business operation from a new Online Hub.
2. To devise processes and procedures to support effective product selection at shop level and deliver an effective lean supply chain of online products to the online hub.
3. To ensure the quantity and quality of listings supports Online Sales targets and growth of the online retail operation.
4. To develop the retail online portal to appeal to the online shopper through the effective sourcing, selection and pricing of new goods.

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 are aware of and deliver their individual responsibilities.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission.
- Demonstrate respect for others and value diversity.
- Act responsibly regarding the health and safety of themselves and others.
- Focus on the client and customer, both internally and externally, at all times.
- Make an active contribution to develop 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 always maintain professional standards.
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality.
- Demonstrate a flexible approach to their work.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members.
- Coach individuals to perform to the best of their ability.
- Delegate work to develop individuals in their roles and realise their potential.
- Provide support, feedback and guidance to all team members and 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 consultation with the post holder.

Post title: Retail Operations Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Strategic Ability / Innovation		
Willingness to contribute to the development of services.	✓	
Experience in delivering results	✓	
Strategic experience in all operations related to charity retail	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role	✓	
Minimum 3 GCSEs (or equivalent) including English and Maths	✓	
A high level of literacy and numeracy	✓	
Experience of working within a Retail e-commerce environment	✓	
Experience of budget management and strong drive to develop sales through others	✓	
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
Ability to negotiate and influence	✓	

Ability to organise and balance own workload with often conflicting priorities.	✓	
Ability to work under pressure and resilient to the everyday pressure that comes with the role	✓	

Internal Use Only

Approved By: Kerry Smart

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