

## **JOB DESCRIPTION**

|                                        |                                                                                                                                                                                |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>JOB TITLE:</b>                      | <b>Retail Manager</b>                                                                                                                                                          |
| <b>ACCOUNTABLE TO:</b>                 | <b>Head of Retail/ Retail Leadership Team</b>                                                                                                                                  |
| <b>LINE MANAGEMENT RESPONSIBILITY:</b> | <b>Deputy Retail Manager/ Volunteers</b>                                                                                                                                       |
| <b>JOB ROLE:</b>                       | <b>To be responsible for day-to-day running of the shop ensuring efficient and effective management of staff, premises and stock to provide a high-quality retail service.</b> |

## **DUTIES AND RESPONSIBILITIES**

### **Commercial and Operational:**

1. Deliver sales in line with last year performance whilst striving to achieve target.
2. Deliver Gift Aid sign ups and to achieve gift aid % target.
3. Ensure the retail presentation of the shop is to the required standard.
4. Effective management of shop cover through resource planning. Holiday cover is planned well in advance.
5. Manage donations in accordance with the process set out in the operations manual.
6. Ensure the shop environment is clean and welcoming and trading hours are strictly adhered to.
7. Effective completion of all paperwork related to the shop including banking and financial transactions in an accurate and timely manner.
8. Assist in the delivery of customer care, ensuring the needs of the customer are always adhered to, ensuring customer complaints are dealt with effectively and efficiently.
9. Ensure the shop environment is clean and welcoming and that the layout is commercial and representative of the local market opportunities.

10. Adhere to all recruitment/selection and development processes of staff and volunteers in line with Age UK Leicester Shire and Rutland's policies and procedures.
11. Create opportunities and introduce ideas and promotions to drive the shop forward in consultation with the retail leadership team.
12. When required, be flexible to support shops with cover.
13. Ensure communication expectations are met. Keep up to date with all emails and ensure replies are prompt.
14. Full compliance of all processes detailed in the operations manual.

### **Training and Development**

1. Participate in training and development as required and evaluate the
  - a. training needs accordingly.
2. Completion of mandatory training in shops.

### **Health and Safety**

1. Adhere to all policies in relation to health and safety and ensure the necessary training needs are met, to assist with the provision of risk assessments within the workplace environment.
2. Support with the roll out of the new H&S programme.
3. Ensure all shops are a safe place to work and at no times are the staff, volunteers or customers are put at risk of injury or harm.
4. Manage the maintenance issues in shops.

### **Working Practices/General**

1. All shops to be open in line with trading hours. Shops to be open promptly and to close on time.
2. The management team are responsible for ensuring shops trade as required. Any sickness needs to be covered by the shop as does annual leave.
3. Demonstrate an awareness and understanding of all Age UK Leicester Shire and Rutland's policies and procedures.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

4. Any other duties that may reasonably fall within the purview of the job.

**Behaviours:**

1. Demonstrates role model behaviour at all times.
2. Leads the team of staff and volunteers with enthusiasm. Goes the extra mile to ensure the volunteers have a positive place of work.
3. Adopts a can-do attitude to the daily challenges within the retail environment. Comes up with solutions to problems or issues and won't allow concerns to go unresolved.
4. Works as a team player within the shop as well as part of the wider area.
5. Be flexible and embrace new ways of working if they have been proven to improve sales and operations.

**This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.**

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Please print name: \_\_\_\_\_