

JOB DESCRIPTION

Post Title: Head of Retail

Reporting Line: Chief Executive

Responsible for: Retail Operations Manager

Summary of post: This role is designed to maximise income generation through retail activities to support the strategic priorities of the charity. The post holder will be an active member of the leadership team and will contribute towards the strategic development and operational management of all aspects of commercial activities.

Hours of work: 37 per week (with routine weekend work)

DUTIES AND RESPONSIBILITIES:

Strategic Management:

1. To be an active, integrated and cohesive team member of the Leadership team in order to contribute fully to strategy development and deliver the organisation's vision.
2. To work with the CEO in providing leadership and direction in the development of a broad range of retail income activities, whilst being consistent in our Strategic Plan.
3. To work effectively with all people, developing productive relationships with colleagues, volunteers, partners and the Board of Trustees.
4. To prepare reports and information and analysis for the Board of Trustees and other planning needs as requested.
5. To represent the organisation as required.
6. To lead on key organisational projects or events, as required.

People:

7. To provide leadership, direction and coaching for direct reports in order that they optimise their effectiveness and fulfil their potential.
8. To coordinate the work and monitor workloads of direct reports undertaking Development & Performance Reviews against key performance indicators as required.
9. To undertake performance management of staff as required.
10. To identify appropriate training and development needs for direct reports and teams, assisting in their development.
11. To support and provide advice and mentoring to staff, in order for them to maximise their effectiveness whilst in post, as required.
12. To develop and deliver training and presentations for staff, as required.

Quality Management:

13. To manage and lead the retail operations within the organisation ensuring that they deliver against the strategic plan.
14. To manage the retail operations with a high level of customer focus.
15. To drive a high quality performance culture, responsive to the needs of the charity.
16. To embed effective systems and procedures creating a culture of continuous improvement.
17. To be responsible for health and safety compliance in all areas of retail.

Specific Responsibilities:

18. Support retail operations and new projects to explore new and innovative ways of maximising income.
19. Identify movements in the customer profile and assess trends in the retail and commercial market, being mindful of external factors in the charity sector that may affect the business and by actively seeking customer feedback.
20. Use a commercially focused approach to continually maximise opportunities and drive income.
21. To research and identify new site opportunities, agree priority locations and targets for potential new shop developments.
22. To grow and develop the online retail offer.
23. To ensure managers maintain effective relationships with appropriate commissioners.
24. To develop volunteering resource within Retail to support shop operations and maximize income.
25. Lead on commercially viable tender opportunities including current Re-use contract with Warwickshire County Council.
26. Regularly monitor, report and evaluate the performance of retail operations.
27. Set and manage budgets for own areas of responsibility.
28. Weekend working on a routine basis and able to respond to out-of-hour emergencies.

General:

29. To adhere to all relevant policies with particular reference to staffing, equality and health and safety.
30. To comply with all relevant legislation.
31. To undertake appropriate training and personal development as required for the role.
32. To support the work of the Chief Executive and senior management team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
33. To portray a positive image of the organisation both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
34. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices. This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

Please print name

Person Specification: Head of Retail

You must be able to demonstrate in your application that you have:	Essential	Desirable
QUALIFICATIONS		
A degree qualification or equivalent evidence of continuous professional development	✓	
A Management/Leadership Qualification		✓
KNOWLEDGE AND EXPERIENCE		
Experience of management within the retail sector	✓	
Experiences of successfully developing and leading a strong performance and outcome focussed culture	✓	
Experience of developing and leading collaborative projects or partnerships to achieve objectives		✓
Experience of managing major change and change programmes	✓	
Experience of using research in the development of strategy and new business		✓
Experience of setting/ monitoring budgets	✓	
Experience of staff performance development and management	✓	
An understanding of the charity environment		✓
SKILLS AND ABILITIES		
Ability to present complex information clearly and concisely in writing or verbally, with excellent written and spoken English	✓	
Analytical skills with the ability to exercise sound judgement and sensitivity	✓	
Ability to build effective teams and relationships and achieve results through others by leading, inspiring and motivating	✓	
Ability to build and maintain effective relationships with partners, Board of Trustees and internal colleagues and stakeholders	✓	
The ability to achieve change and results through influence, negotiation and collaboration	✓	
PERSONAL QUALITIES		
Understanding of and a commitment to Equality of Opportunity	✓	
Team focussed approach	✓	
Self-motivated and Flexible	✓	
Committed to continuously improving service delivery	✓	
Customer focus	✓	
Excellent communication skills at all levels within and outside the organisation	✓	
Open and transparent	✓	
Additional Requirements		
Driving Licence and use of own vehicle	✓	
Weekend working on a routine basis	✓	

All applicants with a disability who meet the minimum criteria will be offered an interview.