

JOB DESCRIPTION

Post Title: Retail Operations Manager

Reporting Line: Head of Retail

Responsible for: High Street and Re-Use shop managers, staff teams and volunteers

Summary of post: To maximise sales and profits across all shops. Manage, co-ordinate and develop all High Street and Re-Use shops throughout Coventry and Warwickshire whilst ensuring all shops are complying with standard procedures and offering customers the best level of customer service.

Hours of work: 37 Hours per week, working 5 days out of 7 (includes weekend working on rota basis)

Pay Band: Point 28

Duties and Responsibilities

1. In collaboration with the Retail Management team use a commercially focused approach, and all tools available including the epos till system to continually maximise opportunities to drive up income in all shops whilst ensuring effective cost control.
2. Ensure excellent standards across visual merchandising, pricing and space allocation in all shops to maximise income.
3. Ensure the opening and closing times of shops adhere to contract requirements. Support the Shop Managers in ensuring that shops are kept adequately staffed at all times.
4. To maintain the smooth operation of the shops. Ensure that all Head Office directives are effectively implemented across all shops and use Age UK Coventry & Warwickshire's policies, procedures and digital tools to support you. To include, recruitment, attendance management, performance management, disciplinary and grievances.
5. To ensure that all staff and volunteers are appropriately recruited, trained and developed for their roles, in liaison with the Head of Retail. Ensuring that all staff and volunteers have access to the correct training for their roles. Carrying out regular performance reviews and appraisals.

6. To ensure adequate support for shop teams by making regular visits to each location and provide support via telephone and email. Maintaining regular communication with staff to inform, motivate and drive performance.
7. Support the Head of Retail in proposing business cases for new areas in order to identify new opportunities to generate retail income for the charity with aim of maximising sales and profits. Keeping informed of up-to-date Charity Retail trends and opportunities.
8. Ensure that Health and Safety and environmental procedures are understood and implemented by all staff and volunteers within shops. Carrying out regular shop audits to highlight any potential issues.
9. Implement standardised procedures to ensure the effective and efficient management of the shops. Monitor compliance with shop audits and agreed working practices, managing non-compliance effectively.
10. Take the lead on Gift Aid and drive gift aid performance across the estate. Ensuring shops have appropriate mechanisms to take maximum benefit from gift aid income. Undertaking regular audits and spot checks to ensure compliance with HMRC guidelines.
11. Work with Marketing to ensure shops have all correct POS and make improvements/ additions where required.
12. Ensure that all premises have high housekeeping standards, are clean and tidy and that goods are well presented and achieving maximum income.
13. To resolve queries and complaints, whether from members of the public, customers, donors, staff, or volunteers in an effective manner. Always maintain a standard of excellence in regard to customer service.
14. To reconcile and collate weekly statistics, including Re-Use weights and provide regular performance monitoring reports for the shops. Support Retail Management team to communicate weekly sales figures and operational updates via weekly newsletter as required.
15. Work with the Retail Management team to manage the range of new goods sold, actively monitoring stock control. Working collaboratively with Shop teams to suggest appropriate ranges in order to increase sales.

16. To hold an appropriate PAT testing qualification to ensure that staff are properly trained and have the correct equipment to ensure that the sale of electrical goods complies with safety regulations.
17. Respond to any staff performance or HR issues including carrying out investigations and formal meetings with support from Head of Retail and central team.
18. Respond to property issues including repairs, maintenance and health and safety concerns.
19. Support with retail acquisitions and closures/refits as required.
20. To assist in the operation of the online retail operation, managing staff and volunteers in conjunction with the Head of Retail as required and identifying ways to increase the online selling operation and profits.
21. To ensure the effective and timely operation of stock rotation across shops.
22. Establish good working relationships with external partnerships such as WCC and third partner organisations and liaise with WCC contracts managers to ensure safe and smooth operation of the Re- Use shops at all times, and to maximise the retail opportunities.
23. To ensure that all staff are aware of the Organisation's Policies and Procedures including Health & Safety regulations, Trading Standards regulations and security procedures.
24. To be responsible for the Health & Safety of staff and volunteers within the retail department ensuring that a culture of Health & Safety training and commitment is embedded in all operations, and staff and volunteers understand the impact of their actions upon themselves and others.
25. To lead on promotion of volunteering opportunities across all retail operations.
26. To portray a positive image of the organisation both internally and externally, and set high standards of personal integrity and professionalism, leading by example, communicating effectively with open and transparent dialogue.
27. Ability to travel independently across Coventry and Warwickshire.

28. Weekend working on a rota basis and able to respond to out of hours emergencies within shop premises.

29. 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.

30. Work alongside Retail Operations counterpart in all areas to support the business needs and requirements.

This job description will be reviewed annually in line with appraisals.

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

Please print name

Person Specification: Retail Operations Manager

	Essential	Desirable
Qualifications		
Good general education, at least Maths and English at GCSE A/B, or equivalent.	X	
PAT testing qualification or ability to achieve qualification within 3 months in post.	X	
Related educational or management qualification.		X
Knowledge and Experience		
Management experience in the retail sector working across multiple sites.	X	
Experience of training and coaching teams in a pressurised Environment to achieve high standards and results.	X	
Experience of working to budgets and KPI's.	X	
Experience of working with and motivating a volunteer workforce.		X
Charity retail experience.		X
Knowledge of Health and Safety, trading standards and other relevant legislation.	X	
Working knowledge of EPROS systems.	X	
Good knowledge of online retail operation		X
Good understanding of Gift Aid process.	X	
Skills and Abilities		
Strong interpersonal, influencing and communication skills (written, spoken, presentation).	X	
Computer literacy – standard office soft wear including spreadsheets and keyboard skills.	X	
Ability to interpret financial and performance data.	X	
Ability to prioritise and manage own workload and be proactive to meet deadlines.	X	
Ability to travel to shops across Coventry and Warwickshire.	X	
Innovative approach and able to resolve problems.	X	
The ability to work appropriately with highly confidential information and issues.	X	
Ability to respond to out of hours emergencies within shop premises.	X	
Personal Qualities		
Accepting and promoting the values and ethos of the charity.	X	
Team focussed approach.	X	
Understanding of and commitment to equal opportunities.	X	
Flexible approach to work.	X	
Additional Requirements		
Driving licence and use of own vehicle.	X	
Weekend working on a rota basis.	X	

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