

Job Description

JOB TITLE:	Retail Manager £21.31 per hour 25 hrs per week + 8% employer contribution pension
RESPONSIBLE FOR:	Retail Income Generation
RESPONSIBLE TO:	Chief Executive Finance and Income Generation Programme Board
JOB PURPOSE:	To manage AUKDD independent shops in Derbyshire maximising income generation through donations, sales, gift aid and cost efficiencies and developing opportunities for development to generate more unrestricted income for our charitable services.

This job description is not exhaustive and is intended only as a guide to the range of activities associated with the post.

The Retail Division: The charity runs 11 independent charity shops established to generate income to support our charitable activities. Our established shops are located in the County: Alfreton, Bakewell, Belper, Chesterfield, Clay Cross, Duffield, Heanor, Matlock and Wirksworth, and in Derby city: Alvaston and Chaddesden. To provide support to our shops we have a warehouse and stock and delivery vans. The warehouse sorts and stores donations and handles reclaim stock and recycling as well as providing shops with sales resources. Each shop has a part-time manager, some shops have an assistant manager and a team of volunteers to fulfil a staffing rota. Most shops are decorated and presented in a corporate style using the bright Age UK colour palette, signage and presentation style. Our concept shops have a different look and feel.

The shops are primarily a source of charitable income but they are also an opportunity to reduce waste, re-use and recycle supporting our environmental policy. The shops are also our window to the world, providing in-reach to local communities. The shops have an information hub, can promote local services and events and each year they support our influencing campaigns with shop-window displays.

To support the Retail Manager role there is an Assistant Retail Manager to work alongside the Retail Manager and provide 7 day a week support for shops by working a two week rotation of weekend cover.

Base: The Retail Manager can choose from bases at: The Warehouse (Derby) and Head Office Heanor. Hot-desking facilities are available in all three and the nature of the role will involve considerable time spent with shop managers in their shops.

The Role: The Retail Manager is an active member of the retail team working alongside shop managers and volunteers to demonstrate best practice. The role includes line-management and supervision, planning and delivery of the retail division, monitoring and evaluation, budgetary control and contact with customers. Working with the Assistant Retail Manager, the Retail Manager will provide some temporary cover for Shop Managers and coordinate the use of relief cover staff and shops with two staff covering annual leave. Together the retail management team provide in-house training working alongside teams to improve performance. The Retail Manager will therefore need to be proficient in charity retail and, with appropriate induction and training, be able to fulfil the role of Charity Shop Manager as required.

Major Tasks:

Planning

- Setting a regular cycle of performance management for each shop team, confirming and monitoring performance against income generation, volunteer recruitment, donation and customer satisfaction targets.
- Creating annual plans for shop promotions, sales, influencing campaigns.

Delivery

- To make all necessary arrangements to ensure all shops and warehouse are open and running smoothly to maximise income generation.
- To work, as part of the staff team, to address issues and emergencies as they arise. This may include providing temporary cover for a shop manager.
- To support the routine and effective delivery of Gift Aid donations and sales including managing the training and development of shop staff and volunteers.
- To establish and deliver in each shop a safe and effective timetable of shop promotions, internal and window-displays and local promotion.
- To maintain a safe working environment. Including monitoring and supporting health and safety and the personal safety of customers, staff and volunteers.
- To provide retail income generation in compliance with Age UK Derby and Derbyshire policies and procedures and good practice recommendations.

Development

- To identify and explore new opportunities for retail premises and development. Creating a business plan, evaluating the risks and reporting to the Finance and Income Generation Programme Board.
- To identify new retail opportunities including new styles of retail and partnerships. This includes identifying retail premises or costs, creating a business plan, managing the set-up of the shop and budgetary control.
- To promote the service and encourage donations, sales, local sponsorship and relationships and the engagement of the local community.
- To identify local partnerships to improve social inclusion and offer new volunteering opportunities.
- To evaluate outcomes from our retail division and to address performance issues.
- To create emergency plans for each shop to facilitate effective management of emergencies and un-planned closures.
- To work with the AUKDD Leadership Group to achieve the Strategic Plan.

Management and Supervision

- To provide day-to-day supervision of staff in all retail settings.
- To provide regular 1:1 performance reviews, team meetings and development plans for all staff.
- To ensure financial procedures are followed and finance information provided regularly to AUKDD Head Office.
- To complete all necessary paperwork as directed, and to maintain retail activities within agreed budgets.
- To provide information, statistics, budget information etc for internal and external reports.

Supporting tasks

- To record gift aid and sales data, actions and monitoring data in accordance with General Data Protection Regulations using manual records, CharityLog and electronic point of sale systems.
- To manage confidential data, keep accurate data records and provide data as required for retail project reviews, monitoring and evaluation, development and strategic planning.
- Working with the Information and Advice Service, maintain an Information Hub in each retail premises for older people and Carers and the local community to access.

Other Tasks:

- Ensure the retail units function smoothly and professionally maintaining regular opening hours, reliable customer care, and to promote effective use of the premises.
- Contribute to the quality assurance programmes used by AUKDD.

Reporting:

- To assist in identifying opportunities for income maximisation and make recommendations for solutions.
- To help monitor projects and shops through performance measures, audit and evaluation interviews with service users.
- To help provide reports of progress, areas of concern or risk and agree appropriate actions
- Produce Monitoring and Evaluation reports as required.

Communication:

- To communicate with the Line Manager regularly to plan work, update and develop the service.
- To communicate effectively with any volunteers and customers.
- To maintain the highest levels of professionalism in handling confidential data, information and disclosures from individuals, organisations and services.
- To work within AUKDD policies and procedures.

Training and Development:

- To complete all mandatory training and induction for the role as directed.
- To actively engage with training and personal development opportunities to extend areas of knowledge and develop expertise.

Health and Safety:

- Maintain and develop the presentation of the retail division and its resources, providing safe, welcoming, comfortable and functional spaces for staff, volunteers, customers and donors.
- Supervise the maintenance of retail premises arranging for essential repairs and responding to emergency situations.
- To take reasonable care for personal health and safety and have regard to other persons who may be affected by the performance of duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the AUKDD Health and Safety guidance and procedures
- To exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by AUKDD or provided by a third party for individual or collective use in the performance of duties.

Equality and Diversity:

- To uphold the AUKDD Equality and Diversity policies and practices thereby promoting fair and quality services to all.

General:

- To work in a positive and friendly manner with other work groups to ensure the effective use of skills, resources, time and effort.
- To carry out any other duties relating to the post as agreed with the Line Manager.

Person Specification

The post will involve a range of skills including excellence in charity retail, motivating and managing staff and volunteers, customer care and creativity in developing new ways of generating income.

To be the ideal Retail Manager you will need:

	Essential	Desirable
Qualities	<ul style="list-style-type: none"> • Reliability • Creativity 	<ul style="list-style-type: none"> • Energy and enthusiasm
Skills	<ul style="list-style-type: none"> • Excellent listening and verbal communication skills • Ability to work on own initiative and meet deadlines • Experience of managing and prioritising tasks • Excellent organisational skills • Ability to motivate people • Problem solving • IT and administrative skills 	<ul style="list-style-type: none"> • Good written style, ability to communicate clearly in writing and adapt this as appropriate to different audiences.
Qualifications	<ul style="list-style-type: none"> • Good basic level of education. 	<ul style="list-style-type: none"> • Able to demonstrate a commitment to ongoing learning and development
Experience	<ul style="list-style-type: none"> • Retail, ideally Charity Retail • Management and supervision • Display and presentation • Assessing need and managing risk • Monitoring and reporting 	<ul style="list-style-type: none"> • Working in the voluntary sector • Working collaboratively
Knowledge	<ul style="list-style-type: none"> • Understanding of equality and diversity, and an open-minded approach to all cultures and ways of life • Understanding of confidentiality 	<ul style="list-style-type: none"> • Voluntary and Community Sector services
Other Requirements	<ul style="list-style-type: none"> • Confident key holder and point of contact • Conscientious • Able to handle confidential and sensitive information about people in a tactful and respectful way. • Calm, approachable manner 	

Information about the role of Retail Manager

The role is being recruited to provide dedicated management to our main source of income generation: our Retail Division.

The retail division: The charity runs 11 independent charity shops established to generate income to support our charitable activities. Our established shops are located in the County: Alfreton, Bakewell, Belper, Chesterfield, Clay Cross, Duffield, Heanor, Matlock and Wirksworth, and in Derby city: Alvaston and Chaddesden. To provide support to our shops we have a warehouse and stock and delivery vans. The warehouse sorts and stores donations and handles reclaim stock and recycling as well as providing shops with sales resources. Each shop has a part-time manager; some shops have an assistant manager, and all have a team of volunteers to fulfil a staffing rota. Most shops are decorated and presented in a corporate style using the bright Age UK colour palette, signage and presentation style. Our concept shops have a different look and feel.

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To support the Retail Manager role there is an Assistant Retail Manager to work alongside the Retail Manager and provide 7 day a week support for shops by working a two-week rotation of weekend cover.

Base: The Retail Manager can choose from bases at: The Matlock Shop, The Chesterfield Shop and Head Office Heanor. As well as a permanent base 'hot-desking' facilities are available in all three and the nature of the role will involve considerable time spent with shop managers in their shops.

The role: The Retail Manager is an active member of the retail team working alongside shop managers and volunteers to demonstrate best practice. The role includes line-management and supervision, planning and delivery of the retail division, monitoring and evaluation, budgetary control and contact with customers. Working with the Assistant Retail Manager, the Retail Manager will provide some temporary cover for Shop Managers and coordinate the use of relief cover staff and shops with two staff covering each other's annual leave. Together the retail management team provide in-house training working alongside teams to improve performance. The Retail Manager will therefore need to be proficient in charity retail and, with appropriate induction and training, be able to fulfil the role of Charity Shop Manager as required.

Whilst your role is managerial it is also essential to be hands-on when needed. You must therefore have sufficient mobility to access all our premises, including those on multiple floors with steep stairs and be able to lift 10kg bags and boxes.

You will be a key holder for all our shops and manage cash and payments.

Our retail portfolio

In early 2020 we appointed our first dedicated Retail Manager who led our charity income generation through a period of rapid change and development. Our shops benefitted from the current retail manager's hands-on experience and approach helping to establish a shops manual, clear policies and procedures, training and induction for staff and volunteers. Covid restrictions meant our shop staff were furloughed but with the Retail Manager's hard work they were prompt to re-open and we benefitted from a surge of lockdown donations. In 2020/21 Age UK national planned closures of much of its retail portfolio and we secured additional shops earmarked for closure. Alfreton, Bakewell, Belper, Matlock and Alvaston shops joined our charity and gave us sought after locations and increasing our portfolio. We closed two original shops which failed to achieve reasonable profitability but developed a further two large stores in Chaddesden and Chesterfield. These stores are furniture and mixed stock and have within them warehousing and storage facilities. We have an Ebay Shop delivered from Head Office in Heanor.

Over the last 6 years our retail portfolio has doubled in size and performs well against local competition which has grown in scope and scale. Volunteer recruitment and retention rates have changed since the pandemic and we lost a core of our most skilled and reliable volunteers in some shops and new volunteers often have additional needs or less time to give. Donation rates and quality of stock have remained healthy but significant reductions in rag prices mean we must seek new ways of gaining income from poor stock.

Our current Retail Manager is retiring from the role but staying with us to manage one of our shops. She is keen to support the new post-holders and has been instrumental in developing this next phase of our retail management recognising the need for the Retail Manager to have practical support from an Assistant Retail Manager and more relief cover contracts to help with staffing. The Retail Manager role offers a great opportunity to consolidate our retail portfolio, support a few shops with reaching their full potential and potentially grow the portfolio as opportunities appear.

You will be line-managed by the CEO and work closely with supportive colleagues including your Assistant Retail Manager (a new post), our Operations Manager, our Finance Manager and our head office team. We are a medium sized local charity with a wide range of services and an Information and Advice service which is dependent on our shop income. As Retail Manager you will play a big part in our charity's stability and future by delivering our main source of independent, unrestricted income.

Help and support

As our new Retail Manager, you will have a handover from our current Retail Manager, an induction and training period, 1:1 reviews and supportive management and colleagues to help you settle in and perform well. It is a challenging role but you will have an Assistant Retail Manager to work with you to manage the routine tasks and inevitable urgent issues. We have a dedicated HR support helpline to help you navigate performance management, support staff appropriately and manage our teams in line with our values. We are a supportive organisation and aim to help staff through the difficult times and this has resulted in good levels of retention and job satisfaction.

As an individual you will have access to a 24/7 support helpline delivered by BUPA. It is confidential, free and easy to access offering counselling, mental health advice and support, debt and money management help and signposting to other services. In addition, you have a generous employers pension contribution and 28 days of annual leave per annum.

For more information about our shops check out our website:

[Age UK Derby and Derbyshire | Charity shops](#)

For more information about the role of Retail Manager and to complete an application please go to our website:

[Age UK Derby and Derbyshire | Job opportunities](#)

Applying for the role of Retail Manager

We need an enthusiastic, hard-working Retail Manager to help develop our Retail Team to help us generate the money we need to help older people and their carers age well in Derbyshire.

To help you decide if that could be you we have provided the following information:

- **Job description** and person specification. This document lists the main duties involved in the role and the skills and knowledge you will need to fulfil the role.
- **Training.** We can offer training but you would need to have the majority of the experience, qualities and skills we are looking for.
- **Person Specification.** We value our people and the qualities they bring to our organisation. How you do what you do is as important as getting it done. Qualities and experience can be developed through all kinds of life experiences.
- **About us.** For information about our charity and what we do you can look at our website on: www.ageukderbyandderbyshire.org.uk
- **About the role of Retail Manager.** Some background information about the role, where it is based and what your working life would be like.
- This post involves access to a variety of workspaces and manual handling. You are welcome to contact us for an informal chat or visit to consider any access issues you may have.

If you want to apply please consider these tips:

1. Read through *all* the job information carefully. And then read it again!
2. Note the deadline for applications and the interview date if set.
3. If you feel you have the skills and knowledge we need then apply using *our* application form from our website. A CV is not acceptable and will not be considered.
4. If you want to check anything about the job please call 01773 766922.
5. Make sure you show *how* you have the skills and qualities we need. Just telling us you are good at something is not enough – give us an example from your work, volunteering or personal life to demonstrate.
6. Complete *all* the sections and complete them fully – explain gaps in work, give referees details etc.
7. Submit your application by post or email in good time, applications received after the deadline will not be considered.

We look forward to receiving applications from candidates who feel their life, work, volunteering, educational or personal experience will help them meet our requirements. Our staff and volunteers are a varied team and we value skills developed in a range of ways.

Selection stages:

- ☞ Application forms are checked against basic criteria: they should be legible, complete and provide a suitable level of information. Incomplete applications or CV's are rejected.
- ☞ Applications are shortlisted against the person specification and the main duties of the post. All members of the interview panel shortlist and agree candidates for interview noting issues for clarification. Due to administrative costs we do not usually inform unsuccessful candidates from shortlisting.
- ☞ Interview: candidates may complete a test or tests of their technical skills relevant to the role; and all complete a 30-45 minute interview with a small panel of staff and where relevant service users using questions against a scoring schedule set by the interview panel.
- ☞ All interviewed candidates are graded and the panel agree their preferred candidate.
- ☞ Job offers are conditional upon receipt of two satisfactory references.

Good luck.