

## Job Description

<b>Job Title:</b>	<b>Retail Operations Manager</b>
<b>Salary:</b>	£28,000-32,000 per annum (depending on experience)
<b>Hours:</b>	Full time – 35 hours
<b>Days and Times:</b>	Monday to Friday, 9am -5pm (to include week-ends when required)
<b>Responsible to:</b>	Director of Resources
<b>Responsible for:</b>	Retail Business, Staff and Volunteers
<b>Main Location:</b>	Peripatetic, across all Age UK HHB's Premises within the London Boroughs of Hillingdon, Harrow & Brent
<b>Status:</b>	Permanent
<b>Main Purpose of Job:</b>	<p>To be an active member of the Age UK HHB Operations Management Team</p> <p>To provide strategic leadership, planning, communication and overall management of Age UK HHB's charity retail operation. A key element will be to develop and implement plans to increase the current portfolio and to grow income to ensure sales, costs and profit targets are met in line with the income generation strategy.</p> <p>This will require the retail structure to be fit for purpose, with the appropriate resources, systems, procedures and processes in place to grow income successfully, safely, and in compliance with both the law and best practice.</p>

### 1.0 Service Delivery

#### 1.1 Expansion Strategy:

- Develop and agree the annual budget with the Director of Resources, then engage the retail team to ensure that sales, costs and profit targets are met.
- Grow the net profit of stores in line with the agreed strategy.
- Maximise the sales and profit potential of each shop.
- Develop plans to develop and grow any online sales activities, whilst budgeting accordingly to maximise income.
- Research, evaluate and develop additional shops and new retail income streams including maximising the potential of Gift Aid on donated goods.
- To support the Community fundraiser in identifying and developing new business opportunities and secure funding with New as well as existing corporate partners.
- Ensure that adequate sources of good quality donated stock are researched, developed, and maintained to meet the requirements of the organisation.
- Ensure that all shops conform to agreed operating systems and meet the required standards for displaying and presenting merchandise.
- Ensure that staff and volunteers in the retail team are motivated, professional, and well trained in order to maximise the performance of the retail operation.

#### 1.2 Operations:

- Ensure the correct buying and maintenance of an appropriate range of new goods for sale in the retail shops and the charity and ensure the full potential of these goods is realised.
- Develop, introduce and manage the necessary practices, systems and controls

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- to ensure the operational, financial, administrative, and compliance efficiency of the retail organisation.
- Ensure that excellent communication mechanisms are in place throughout the retail operation and that meetings and reviews are attended by all retail staff and volunteers regularly.

## 2.0 Team Working

- 2.1 Identify skills gaps and to develop and implement training and other development opportunities to fill those gaps.
- 2.2 Ensure the quality of customer service within the retail organisation through training and the design and implementation of policies and procedures.
- 2.3 Annually review all areas of development for managers and volunteers and to implement appropriate training as required.
- 2.4 Develop and manage recruitment and selection procedures, along with succession planning, to ensure that the retail team is appropriately skilled and professional.
- 2.5 Lead on the recruitment, management and development of all retail staff and volunteers.

## 3.0 Finance and Administration

- 3.1 Working with the Community Fundraiser on local fundraising and corporate activities and partnerships.
- 3.2 Achieving targets of 5% annual increase in sales and Gift Aid across the retail business.
- 3.3 Improving the E-Commerce activity and income.
- 3.4 Provision of retail data and information and the production of reports on progress and achievements.
- 3.5 Working with the Finance Department, manage the retail financial accounts including projections, expenditure, income, banking, weekly returns, petty cash etc.

## 4.0 Quality and Service Development

- 4.1 Ensure that appropriate practices, checks and risk assessments are developed and implemented to adhere to Health and Safety, Fire, Trading Standards, DDA and other regulations and legislation.
- 4.2 Compliance with all aspects of the Health and Safety at Work Act 1974 and with the charity's current Health and Safety Policies.
- 4.3 Compliance with all aspects of GDPR within the retail operation.
- 4.4 Dealing with data protection, complaints, safeguarding and health and safety issues in accordance with policies.
- 4.5 Work with other Operational and Service Managers on organisational audits and quality standards.

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### 5.0 General

- 5.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 5.2 To attend staff meetings, away days and other similar staff events.
- 5.3 To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
- 5.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 5.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 5.6 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 5.7 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.**

# Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Degree level or equivalent retail qualifications	Degree level educated
Training relevant to the role	Professional and/or vocational qualifications relevant to the role

Experience	
Essential Criteria	Desirable Criteria
At least two years' recent experience in retail, commercial or charitable sector	Recent on-line trading
Recent strategic leadership and operational delivery including development and improvement of business portfolios	Managing and developing Gift Aid
Demonstrable experience of managing, leading and developing staff and/or volunteers	Epo systems, Outlook, Sharepoint, Charity Log, Worldpay.
Managing existing and new premises (including scoping potential sites and managing refurbishments, contractors and suppliers)	Health and Safety regulations, retail quality standards
At least two years of recent customer services	Partnership working
Track record of meeting targets and providing reports, proposals, bids (including management information and data).	Local fundraising

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Budget and financial planning including cash handling and reporting	Charity retail market
High level of IT competence and knowledge of IT systems and processes	Current fashion trends
Excellent written and verbal presentation skills	

Personal Attributes	
Essential Criteria	Desirable Criteria
Passionate about and committed to the aims of Age UK Hillingdon, Harrow and Brent	
Self-motivating with a commitment to team sharing and learning	
A commitment to equality of opportunity and implementation of this in your work	
Analytical and methodical approach to problem solving	
The ability to work in a changing environment and respond flexibly to changing needs and demands	