



JOB DESCRIPTION & PERSON SPECIFICATION

Job title: Retail Regional Business Manager

Service: Retail and FOOD Service

Hours: 37 hours per week; 5 out of 7 days

Location: Home-based with regular travel throughout the region of responsibility

Responsible to: Head of Retail and FOOD Services

Responsible for: Community Shop Managers

Works Closely With: Retail Regional Business Managers, Retail Administration Manager, Finance Team, HR Team, Marketing & Communications Team, Facilities Team

Job Summary:

The Retail Regional Business Manager will oversee the day-to-day operational management of the charity's Community Shops within their region (typically 5-6 shops, increasing as the estate expands), with responsibility for the direct line management of Community Shop Managers. This role ensures operation performance, compliance, and engagement across the region, fostering a culture of accountability and development. The role holder will contribute to the national Retail Strategy, translating objectives into actionable plans, and will form part of the Retail Senior Leadership Team.

1. Provide direct line management to Community Shop Managers, ensuring clarity of objectives and accountability and assist them in the day-to-day running of their stores.
2. Maximise income from the Community Shops in the region by tightly managing expenditure and being innovative in income generation.
3. Conduct regular shop visits to monitor performance, provide feedback, and document findings in visit reports.
4. Develop and execute an annual business plan for the region and the individual Community Shops.
5. Assist with the preparation of budget forecasts and monthly reporting.
6. Monitor retail budgets, track expenditures and flag variances.
7. Ensure compliance with health and safety, financial control, and all operational policies and procedures.
8. Process Shop Teams' petty cash claims and expenses and sign-off timesheets.
9. Work with Recruitment and HR teams to fill vacancies and support Community Shop teams.
10. Maintain staff and volunteer records – particularly around absence tracking and training logs.



11. Work with and support Shop Teams to achieve financial targets.
12. Keep up to date with developments in the charity retail sector at the local and national level and use this information to help grow the business.
13. Support the Shop Teams in embedding the shops in their local communities.
14. Allocate resources within the region and share best practices across the shops to maximise opportunities to achieve budgets.
15. Serve as a liaison between Shop Teams and the wider charity.
16. Deliver inductions, coaching, and training to Community Shop Managers and Shop Teams.
17. Promote a positive image for Family Action among your team.
18. Lead on creating high-performing cultures with a focus on customer service, operational excellence, financial control, and delivering budgets and targets (both financial and Gift Aid).
19. Maintain P&L accountability for the region, controlling costs and monitoring budgets.
20. Contribute to the development of the national Retail Strategy.
21. Support on new site acquisitions, refits, and disposals in the region as required.
22. Act as a key member of the Retail Senior Leadership Team, supporting strategic decision making.
23. Uphold Family Action's Health & Safety and Data Protection policies, reporting issues promptly.
24. Promote and embed Family Action's Equality & Diversity principles in all work.
25. Adherence to Family Action's Safeguarding policies and processes.
26. Work flexibly to meet the needs of the service, visiting shops a minimum of once per month and overnight stays as required.

PERSON SPECIFICATION

Requirements		Essential	Desirable
Experience			
1	Experience managing multiple retail locations and teams	✓	
2	Experience in a charity retail context		✓
3	Experience in P&L management	✓	
4	Degree or equivalent in business/retail management		✓
Knowledge & Skills			
5	Proven ability to deliver against financial targets and control costs	✓	
6	Strong leadership and people development skills	✓	
7	Excellent communication and stakeholder engagement skills	✓	
8	Ability to work cross-functionally with other charity functions	✓	
9	Proficient in Microsoft Office and retail management systems	✓	
10	Full UK driving license and willing to travel	✓	
11	Understanding of Gift Aid and its importance to charity retail		✓
12	Excellent commercial awareness and financial acumen.	✓	
13	High levels of organisational skills and attention to detail.	✓	
14	Competence in using EPOS systems	✓	
15	Ability to work under pressure	✓	
16	Strong problem-solving and decision-making abilities.	✓	
Values			
17	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services	✓	
18	Be committed to equal opportunities and uphold and comply with Family Action's Equality, Diversity & Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
In Addition			
19	Willing to work hours in a flexible way to meet the needs of the service.	✓	



Because of the changing nature of our business, your job description will inevitably change. From time to time, you will be required to undertake other activities of a similar nature that will fall within your capabilities as directed by your line manager.