

Area Manager, London, Aug 2024 – Job Pack

Job title:	Area Manager
Department:	Commerce & Enterprise
Reporting to:	Head of Retail
Salary:	£44,322 per annum
Hours:	40 per week
Location:	London
Contract type:	Permanent

Aims and influence

- Optimise profit through maximising sales and minimising costs across designated shop portfolio. Setting agreed key financial initiatives to achieve targets.
- Manage staff succession planning, development, and recruitment across designated shop portfolio.
- Identify opportunities for development & improvement across designated shop portfolio.

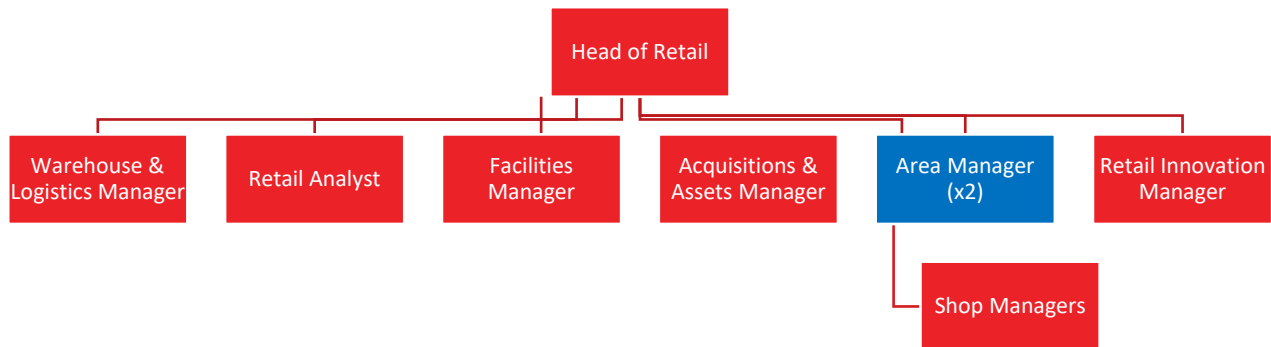
Financial and supervisory responsibility

- Line management of shop managers across designated shop portfolio.
- Shops budget responsibility in conjunction with Finance team and Head of Retail.

Other key details

- A five-day working pattern, including some weekends will be required.
- Flexibility required to support retail team when business directs such as shop cover for annual leave and sickness.
- A satisfactory Basic Disclosure from the Disclosure Barring Service is required for this role.

Organisational chart



Please note structure is subject to change

Job responsibilities

Commercial management

- Translate Crisis's strategic goals into retail operational plans to achieve the required targeted growth in sales and profit
- Ensure financial targets are being met by the designated shop teams by maximising sales and minimising costs.
- Encourage a creative shop environment where shop teams seek to maximise income in new and innovative ways, including through fundraising initiatives.
- Motivate staff to meet their targets and support them to achieve their goals
- Ensuring quality consistency and standardisation across their designated locations.
- In conjunction with Acquisitions and Assets Manager and Head of Retail, support the timely and successful opening of new shops.
- Maintain up to date knowledge of the marketplace, competitors and trends and adapt the future retail strategy accordingly.

People Management

- Proactively manage and review the performance and progress of Shop Managers, and their shops, to maximise overall performance.
- Monitor the performance of their designated shops and regularly review targets with shop managers. Support the managers to improve shop performance, where needed, and assure attention to staff mental health & wellbeing is clearly supported.
- Hiring new staff while ensuring clear plan of action to support succession planning and talent management across the designated locality, ensuring development opportunities are utilised appropriately.
- Regular shop visits to ensure that any outstanding issues are followed up and to provide visible support and direction to shop teams.
- Work with members of Learning and Organisational Development to identify training opportunities and/or appropriate development programmes for their staff.

Volunteer Management

- Supporting procedures and systems to increase volunteer recruitment and retention.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedure.

Communication

- Provide regular reporting and updates to the Head of Retail
- Ensure that the high standard of service to customers is maintained, including responding to customer complaints where needed and escalating serious issues to Head of Retail
- Actively support all national fundraising promotions through retail opportunities
- In conjunction with marketing and fundraising, supporting instore promotions and events to drive commercial success and brand awareness to end homelessness

General responsibilities

- Actively encourage and support member involvement within Crisis.
- Develop an understanding of homelessness and Crisis' aims to end homelessness.
- Follow Crisis policies and procedures, including health and safety guidelines.
- Carry out other reasonable duties that may be required.

Person Specification

Essential

- 1 Experience of multi-site retail management in a charity and/or commercial retail organisation
- 2 Proven ability to manage and motivate others to achieve exceptional results
- 3 A commercial focus, with a proven track record of setting and managing budgets.
- 4 Experience in strategic planning and proven ability to prioritise effectively.
- 5 Confident with conflict management and resolving disagreements.
- 6 Good verbal and written communications skills with the ability to summarise and present ideas and information to a range of audiences.
- 7 Good interpersonal and influencing skills, capable of interacting with a range of people, including other staff, volunteers, members & key business stakeholders.
- 8 An ability to work independently, self-motivate and prioritise own tasks and time. But also take direction and work collaboratively with others.
- 9 Flexible in approach and enjoys working in a dynamic and changing environment.
- 10 Logical, good attention to detail and a creative problem solver
- 11 Demonstrable working knowledge of Microsoft Office (Word, Excel, and Outlook)
- 12 Knowledge of health & safety and safeguarding
- 13 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

1. Experience of working in the voluntary sector and delivering positive social impact
2. Experience of working with and supporting vulnerable people

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

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Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.