



Job description

Post: Retail Area Manager

Department: Retail

Responsible to: Head of Retail

The post holder will manage lead and support shop teams across their designated area, made up of paid and voluntary staff. There is full accountability for the profit of a mixed portfolio of shops. This accountability extends to all income streams and controllable shop expenses. The post holder will also be instrumental in developing and delivering through their shop teams' high levels of supporter experience through well-presented shops and excellent supporter service.

The post holder will work closely with the Head of Retail and other Hospice colleagues in the day to day running of the business and contribute to all future development.

The role has an office base but the majority of the working week is spent in shops with a need to travel daily between your shops. The role also includes working ad hoc weekends, as needs of the business require.

Signature:

Date:

Our values and behaviours

Our Values are summarised by the acronym I CARE. They support our vision, mission and culture, reflecting who we are together and as individuals

I CARE

<i>Integrity</i>	<ul style="list-style-type: none"> • <i>We are honest and open</i> • <i>We are trustworthy and authentic in our dealings with others</i> • <i>We always try to do the right thing</i>
<i>Compassion</i>	<ul style="list-style-type: none"> • <i>We are kind, supportive and caring</i> • <i>We have empathy and listen to those around us</i> • <i>We are warm and positive in our interactions</i>
<i>Accountability</i>	<ul style="list-style-type: none"> • <i>We work together to make the Hospice's vision a reality</i> • <i>We take responsibility for our work, performance and behavior</i> • <i>We acknowledge and learn from our mistakes</i>
<i>Respect</i>	<ul style="list-style-type: none"> • <i>We are inclusive, we value difference and work together effectively</i> • <i>We are sensitive to the thoughts, feelings and opinions of others</i> • <i>We treat everybody with dignity</i>
<i>Excellence</i>	<ul style="list-style-type: none"> • <i>We aim to be our best</i> • <i>We are forward-thinking and open to change</i> • <i>We share our skills, expertise and learning, striving for excellence together</i>

1. Key responsibilities

- 1.1. Lead and be accountable for the income of a mixed portfolio of shops working closely with Shop Managers, central operations and logistics
- 1.2. Collate, review and implement area rotas and provide shop cover as appropriate
- 1.3. To ensure that operational standards are consistently met through shop business planning, talent development, performance management and budget monitoring
- 1.4. Implement Personal Development and Performance Management in line with business needs through staff appraisals and performance reviews including training and development needs
- 1.5. Use appropriate leadership styles to coach shop management teams to achieve the highest standards of performance, professional respect and mutual support
- 1.6. Develop shop management commercial awareness, understanding and ability to utilise all available EPOS reports on a local level
- 1.7. Analyse shop contribution, Profit and Loss (P&L) reports and interpret retail data
- 1.8. Monitor weekly trading statistics and undertake analysis of data at shop department level to identify trends and variances, and agree appropriate action and approach to address
- 1.9. Take appropriate remedial action where poor standards and financial variances with clear audit trails of actions taken
- 1.10. Maintain a full understanding of budgets, risk assessments, insurance and Health & Safety for any activities undertaken including supporting promotional activities of shop managers within policy and procedural guidelines
- 1.11. Regular reporting of accurate financial information to Senior Management
- 1.12. Manage projects within agreed timescales and proactively seek solutions and make effective decisions
- 1.13. Implement organisational priorities and change management through motivational leadership and a desire to drive the delivery of best practice
- 1.14. Ensure all shops are efficiently and effectively managed, visited regularly and compliant with relevant legislation such as HMRC, Gift Aid Schemes, Trading Standards, Health & Safety and Employment Law; as well as Hospice policy, procedures and standards
- 1.15. Promote the work of the charity and help develop income generating opportunities in local communities within the catchment area
- 1.16. Communicate and demonstrate the Princess Alice Standards and values across the organisation and put them into practice

2. Other responsibilities

- 2.1. To undertake any other such duties or general tasks and hours of work as may reasonably be required and to work in other locations within the hospice organisation

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demand.

Personal specification

Post: Retail Area Manager

Department: Retail

Qualifications and Training

- GCSE standard or equivalent
- Management training in the retail sector
- Trained in retail skills & EPOS software, ideally Chariot
- Competent in Microsoft Packages and internet technologies

Work background and experience

- Previous Retail Area Manager Experience essential
- Outstanding track record in achieving sales and profit targets within retail management
- Experience of distance management of a diverse team of people
- Excellent understanding of high street retail fashion (brands, quality, fashion trends)
- Recent experience of managing retail clothing outlets
- Experience of managing retail furniture outlets
- Recent experience of managing charity retail outlets

Particular skills and aptitudes

- Strong interpersonal skills, self-awareness and ability to work with people of different backgrounds including volunteers
- Ability to prioritise own workload efficiently and demonstrate a positive mental attitude and resilience when leading and co-ordinating tasks to tight timescales and working under pressure.
- Excellent multi-directional communication skills demonstrating influence and confidentiality appropriately dealing with obstacles to change
- Leadership skills with strong people management and team building skills to attract motivate & retain talented staff & volunteers
- Commercial acumen with the ability to understand and analyse sales & financial figures; set and work within budgets
- Excellent presentation and written communication skills
- Strong commitment to customer service
- Ability to set Smart Objectives

Personal qualities and other requirements

- Self-directed
- Friendly and outgoing
- Positive attitude to change
- Committed to own personal development
- Flexible
- Innovative and proactive
- Target driven
- Patient and empathic
- Effective listening skills
- Current driving license (maximum 6 penalty points)
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice