

# DEMELZA HOSPICE CARE FOR CHILDREN

## **JOB DESCRIPTION**

JOB TITLE Area Retail Manager

**REPORTS TO** Shops Operation Manager

**RESPONSIBLE FOR** Up to 12 Charity shops within designated area

**PURPOSE OF ROLE**To maximise the sales and profit potential of all shops within the area by

providing leadership, motivation and line-management. Ensuring the attainment of store income targets, profit contribution and KPI's, whilst

delivering great customer service.

### **KEY RESPONSIBILITIES**

Responsibility for achieving shop and area targets and profit for all shops.

- Line management responsibility including recruitment, induction, training, performance management and absence management in accordance with policies.
- To monitor weekly sales and KPI's, stock density, average transaction value and customer numbers within stores.
- To ensure best prices are attained for donated goods within each outlet.
- To ensure high standards on merchandising, display and housekeeping are upheld.
- Review shops' volunteer management & recruitment and to coach with problems solving.
- To visit Shops, at least monthly; undertaking a formal review of shop standards quarterly.
- Maximise sales revenue within new and existing stores with regard to stock and space management
- Deliver full training and support to shops without a paid manager.
- Manage training of staff and volunteer support for openings of new stores.
- To keep in regular contact with store managers (at least weekly).
- To ensure adequate relief cover and holiday cover for individual shops are in place.
- To actively share and participate in the relocation of goods/stock where the best income is likely to be achieved.
- To act as temporary key-holder and be available to attend in accordance with our emergency call out policy.
- To have delegated responsibility for health and safety in all stores
- To ensure regular communication the Head of Retail with written reports to be produced Monthly.
- Ensuring that all retail policies and procedures are adhered to.

# **Person Specification**

#### **Essential**

- Ability to deliver results against operating targets
- Ability to motivate people and develop positive relationships with staff and supporters
- Ability to adapt and maintain flexibility
- Ability to work under pressure during periods of high volume
- Excellent communication and people management skills
- Recruitment and Line management experience within the retail sector
- Ability to prioritise a changing workload
- Ability to work on own initiative, resolve problems and be resourceful within the local community

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- Excellent customer service skills both internal and external
- · Flexibility in working and travelling in other areas as required
- Driver with clean licence

#### Desirable

- Multi-site management within the retail sector
- Experience of setting budgets and working to targets
- To be IT literate (MS Word & email)
- A design or retail qualification
- An outgoing friendly approachable personality
- Confident in using an EPOS system
- Organised and methodical

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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