

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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