

Job Description

Job Title: Retail Operations Manager

Department: Fundraising, Marketing and Communications

Primary Objectives:

To manage and develop our existing chain of 5 charity shops, maximising profit and set up and develop additional shops in new locations.

Main Duties:

- 1) To source properties suitable for additional charity shops throughout Leicestershire and Rutland
- 2) To project manage the development and opening of additional charity shops
- 3) To manage the retail properties with responsibility for maintenance, day to day running and health and safety
- 4) To ensure each shop is trading and fully staffed each day, designing and implementing relief staffing plan
- 5) To maximise the profit of each of our shops, ensuring targets are met.
- 6) To grow the income from gift aid across the shops
- 7) To review and update our shop policies and procedures and ensure they are fully implemented
- 8) To recruit, manage and train shop managers and other staff in each location, ensuring regular supervisory meetings are carried out
- 9) To co-ordinate volunteer recruitment, management and development across the chain

- 10) To develop a new stock generation strategy, growing all sources of stock and be responsible for its implementation
- 11) To work with the marketing manager to put in place a promotional plan for each charity shop and the Vista shop
- 12) To deliver income to agreed budgets and regularly report to the Director of Income Generation on financial performance
- 13) To take an active role in future business planning and budgeting for the retail chain
- 14) To take an active role in the Fundraising, Marketing and Communications team
- 15) To take an active role in Vista's management team
- 16) To build and maintain strong working relationships with colleagues throughout Vista

Resources:

a) People

Line management of 6 shop managers, 1 relief manager plus responsibility for a team of c.180 volunteers (all not in post yet and to be recruited during 2017)

b) Financial

Income from 6 shops rising to c.£500K (profit c.£100K) Responsible for all expenditure relating to the shops. Responsible for the generation of all donated stock to be sold in the shop.

c) Non-financial

Responsibility for the sourcing, refurbishment and fit of all 6 shop locations. Responsible for sourcing all fixtures and fittings and stock for those shops. Longer term responsibility for all shop buildings, associated contracts and services, fixtures and fittings. Responsible for the development of the chain to more shops if need arises.

d) Special Factors

Remote working – most of working day is spent out and about at shop locations. Lone working. In shop development working in unfinished buildings, manual handling (objects) especially during shop set up and shop fit; handling and sorting of donated stock.

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: KN

Date: February 2017

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training			
Experience	<ul style="list-style-type: none">• Charity retail management• Volunteer management• People management• Proven delivery of budgets• Generation of donated stock• An understanding of high street fashion	<ul style="list-style-type: none">• Set up of a new shop• Project management• Buying	Application form and interview
Skills & Knowledge	<ul style="list-style-type: none">• Ability to communicate on all levels• Commercial awareness and business acumen	<ul style="list-style-type: none">• Knowledge of promotional activity and marketing• Budget setting	Application form and interview

	<ul style="list-style-type: none"> • Knowledge of shop design and merchandising • Excellent influencing and negotiating skills • Financial and analytical skills • Excellent interpersonal skills 		
Personal Qualities	<ul style="list-style-type: none"> • Self motivated and able to use initiative • Excellent organisational skills • Ability to manage time and prioritise effectively • Ability to work under pressure and to tight deadlines • Flexible and proactive attitude 		Interview
Other			