



Bury, Oldham & District Branch Job Description –Retail Operations Manager

Employer:	RSPCA Bury, Oldham & District Branch (Reg. Charity No: 226624)
Responsible to:	Operations Director
Hours:	35 hours per Week
Location:	Oldham & Bury Area
Salary Band:	Competitive

Purpose of the Job

To manage and develop the RSPCA Bury, Oldham & District charity retail operation to enable the Branch to deliver its objectives of providing animal support and veterinary services to the RSPCA inspectorate and general public in the Bury and Oldham areas.

Nature of the job

The Branch is one of around 165 RSPCA branches throughout England and Wales. Each branch is a separately registered charity advised and supported by the National RSPCA. We are responsible for raising our own income, a challenge made harder by the common misconception that branches are funded by the National Society.

RSPCA Bury, Oldham and District Branch rehabilitates and rehomes cats and dogs at our Oldham animal centre. In addition, we offer advice to the public plus microchipping, neutering and subsidised treatments to local animals.

As well as maintaining our existing operations, the branch has ambitious plans to grow and develop, including the provision of additional services from our animal centre and the development of more community outreach and education projects.

The post requires an exceptional person to manage and develop our retail operation of 12 charity shops which generate an annual turnover of c£850,000. This income is essential to fund our work at our animal centre and we plan to increase it to over £1million by next year. You will be supported in running the shop network by around 30 paid employees and 145 volunteers.

You'll be a committed, creative and organised person, a skilled communicator able to work on your own initiative and prioritise effectively. You will have a flair for commerce and be able to inspire your teams of paid staff and volunteers to provide exceptional customer service and increase and maximise retail profits. This is a demanding and hugely rewarding role and if you are looking for a challenge and a chance to genuinely help support animals in need this could be the role for you.

- **Primary Areas of Responsibility**

- Refresh and deliver the Retail Operations Strategy.
- Maximise the sales and profitability of existing and new shops,
- Propose and implement turnaround or exit strategies for shops not achieving the required profit levels.
- Provide detailed proposals on the viability of new shop openings to the Board of Trustees.
- Devise and implement detailed proposals to develop community fundraising throughout the charity shop network.
- Develop new retail income streams including maximising the potential of Gift Aid on donated goods.
- Develop a team of self-motivated, innovative, well trained shop managers who take full responsibility for their shops and deliver exceptional customer service.
- Recruit and develop a team of motivated and committed volunteers to support the paid staff.
- Develop a profitable online retail presence, and use technology and social media to generate funds
- Develop a clear identity for the shops in the portfolio as cheerful, welcoming and inspiring places to visit with high quality well displayed merchandise.
- Form links with other charity shop organisations and share best practices.
- Raise the profile of the branch by representing RSPCA Bury, Oldham & District at speaking and media engagements.
- Ensure that adequate sources of good quality donated stock are researched, developed, and maintained to meet the requirements of the organisation.
- Source and introduce technological solutions to ensure the most effective and efficient running of retail operations.

- **General Areas of Responsibility**

- Recommend annual budgets and KPIs to the Board of Trustees for individual shops and the retail operation as a whole and monitor performance against them.
- Prepare monthly performance reports for the Board of Trustees.
- Ensure adequate financial and administrative procedures and controls are in place and being followed to prevent loss from inefficiency, theft or fraud.
- Ensure retail operations comply with data protection legislation.
- Ensure that excellent communication mechanisms are in place throughout the retail operation and that appropriate forums are developed for staff and volunteers
- Ensure all shop premises are well maintained by organising day to day maintenance and proposing longer term refurbishment strategies for approval by the Trustees.
- Make timely recommendations to the Trustees concerning rent reviews and lease renewals.

- Ensure that appropriate practices, checks and risk assessments are developed to adhere to Health and Safety, Fire, Trading Standards, DDA and other regulations and legislation.
- Ensure the Branch complies with all aspects of the Health and Safety at Work Act 1974 and with the charity's current Health and Safety Policies.

General/Other

- Ensure all charitable activities comply with appropriate legal requirements and RSPCA policies.
- Any other reasonable duties assigned by the Board of Trustees.

This job description is an outline of the key tasks and responsibilities of the role and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the Branch and its services, as well as the personal development needs of the post holder. This job description will form the basis for performance appraisal.

Health and Safety

The Branch has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Branch's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents/incidents must be reported to the Branch Manager and documented as per Branch Policy, including the reporting of potential hazards.

Security

The post holder has a responsibility to ensure the preservation of Branch property and resources.

Confidentiality

The post holder is always required to maintain confidentiality in all aspects of their work.

Equality Statement:

The charity is committed to providing care and improving services irrespective of race, ethnicity, disability, gender, religion or belief, age, marital status, or sexual orientation.

Knowledge, Skills and Experience:

Please see person specification attached

Employee Conduct:

All employees are expected to:

1. Uphold the values of the charity and behave in a professional manner at all times.
2. Value equality and diversity and comply with relevant equality legislation.
3. Attend 1:1s with line manager, team meetings and annual appraisals.
4. Take part in all relevant mandatory training and any other education and training considered necessary to carry out the role.
5. Take responsibility for one's own personal development.
6. Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
7. Establish and maintain effective communication with relevant individuals and groups, both internally and externally.
8. Take responsibility for one's own health and safety and the health and safety of others whilst at work and comply with Health and Safety legislation.
9. Comply with information governance requirements and maintain confidentiality at all times, as required.
10. Work within all charity policies and procedures.
11. Communicate a positive image of the charity and protect its reputation.

Managers of staff are expected to:

1. Take part in inductions for new team members and for staff returning from long absence
2. Lead and guide staff, providing the support needed to maintain morale and enable them to work effectively
3. Supervise your staff members appropriately in their day to day work and actively work to recognise the work that they do
4. Carrying out regular 1:1s and schedule team meetings as appropriate
5. Undertake annual appraisals with your staff members, assisting them in the preparation of Personal Development Plans
6. Support appropriate staff learning and development within your team
7. Communicate effectively with your team
8. Play a role in the recruitment of new staff, once appropriate training has been given
9. Manage sickness absence fairly and effectively
10. Manage performance issues fairly and consistently, taking advice where appropriate

Managers of Volunteers are expected to:

1. Carry out effective inductions for new volunteers in your department
2. Lead and guide volunteers, providing the support needed to maintain morale and enable them to work effectively
3. Support appropriate volunteer learning and development within your team
4. Communicate effectively with your volunteer team, and in line with the charity expectations
5. Manage performance issues with volunteers fairly and sensitively, taking advice where appropriate



Person Specification – Retail Operations Manager

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to 'A' level or equivalent. • Evidence of continuous personal and professional development • Full, clean driving licence 	
Experience	<ul style="list-style-type: none"> • Significant track record of successfully managing a number of retail shops outlets. • Significant track record in driving sales income and net profit and controlling costs. • Demonstrable experience of strategic and business planning. • Experience of providing comprehensive, effective and evidenced business cases, including analysis to support growth. • Proven experience of implementing and inspiring exceptional standards of customer service. • Demonstrable experience of managing, leading and developing staff and volunteers. • Experience of performance management. • Demonstrable experience of identifying and developing successful new opportunities for growth. 	<ul style="list-style-type: none"> • Experience of the charity retail sector • Experience of developing online trading.
Knowledge and Skills	<ul style="list-style-type: none"> • Inspirational and motivational leadership • Strategy and business planning. • Current knowledge of all aspects of a retail business, practices, trends and legislation. • Promotion of exceptional customer service. • Budgeting and financial planning • IT literate (word, excel, outlook, epos systems). • Excellent written and oral communication. 	

	<ul style="list-style-type: none"> • Sound clear decision making. • Excellent organisational and time management skills, able to prioritise and work to deadlines. • Ability to work collaboratively internally and externally 	
Personal Qualities	<ul style="list-style-type: none"> • Self- motivated, enthusiastic and energetic. • Ability to work autonomously and as an effective member of the senior management team. • People focused, demonstrating a supportive approach. • Passionate about providing exceptional customer experience. • Can communicate clearly and assertively with a wide range of people at all levels and with sensitivity when required. • Organised and highly confident. • Ability to prioritise effectively and remain calm and focused under pressure. • Persuasive. • Can-do attitude, 'hands- on'. • Flexible and adaptive to a variety of tasks. • Honest, reliable and flexible. • Team player. 	
Motivation and Expectations	<ul style="list-style-type: none"> • Empathy with the aims, goals and values of the Charity: Professional, Caring and Committed. • Passionate about protecting the charity reputation. • Passionate about working to a shared goal. • Keen to develop strong links with colleagues across the organisation to ensure the promotion of all charity activities including fundraising. • Develop relationships and goodwill from supporters and local companies. 	