



Area Retail Manager

Job Description

Application Closing Date: Friday 10th June 2022

Interview Date: Wednesday 22nd June 2022

An Application Form will need to be completed to apply.

Main Purpose of Role

The Area Retail Manager will have the passion, drive and ability to lead and support our Charity Shop Managers, to develop the BPR shops, building on their existing success. The retail team makes an essential contribution to the funding of the Rescue Centre and improving the lives of animals in need.

The Area Retail Manager will oversee the operation of four shops in Duns, Galashiels, Hawick and Kelso, and will have responsibility for maximising sales. You will lead on retail performance, reporting regularly to the Trustees. The focus is on developing and delivering a retail strategy by taking the best of what we do and building on this, working with the Shop Managers and their teams.

Your part in the team

- You will manage and support four Shop Managers. Close collaborative working between the Area Retail Manager, Business Administration Manager, and the shop-based teams of employees and volunteers will ensure strong management across the team.
- The Area Retail Manager reports to the Trustees directly.
- Our overall contribution to animal welfare is stronger for being a team, so we expect that you work openly, supportively, and creatively with the Animal Rescue Centre Manager.

Key Responsibilities

Retail Management: Achieving Sales and Surplus

1. Maximise sales by developing and facilitating the delivery of a retail operational sales strategy, interpreting key competition, retail sector trends and current trading opportunities.
2. Analyse sales data to manage performance and make informed management decisions in conjunction with the Trustees.
3. Implement standard and proportionate operational processes in shops to ensure a consistent approach e.g. pricing of stock, financial and cash transactions, and customer service.

4. Develop operational standards (KPIs) for retail, whilst recognising the cultural differences between shop locations.
5. Work collaboratively to determine how the combined donations and stock of the four shops enable the shops to have the right stock at the right time, and to respond to stock concerns where relevant.
6. Proactively recommend, design and deliver new initiatives to help drive sales across the portfolio such as pop-up shops, markets, and fashion shows etc., and recommend improvements for the operation of the charity shops as well as helping to develop a branded product range.
7. Oversee the development and delivery of a retail online operation, maximising income and delivering in line with strategic objectives and on budget.

Customer Service

8. Promoting a positive customer service approach, acting as a role model, and enabling managers to share their own good practice. In the event of complaints, to investigate and resolve timely and efficiently, in line with BPR's policies.
9. Ensuring a consistent balance of a commercial approach which also meets local community needs and provides customers with a positive experience.

People Management

10. Lead, empower and motivate the Shop Managers and teams to develop and achieve sales and surplus.
11. Support managers to recruit and select employees and volunteers, in accordance with the recruitment procedure.
12. Manage and review the performance and progress of managers setting objectives and targets; liaise with Trustees to develop individual training plans for the employee team or, when appropriate on performance matters.
13. Support managers to identify solutions for staff shortages, which may include the post holder covering shop management at short notice.
14. Work collaboratively with the Business Administration Manager and Animal Rescue Centre Manager. Attend, as required, management team meetings, local shop team meetings, Trustee meetings. Organise and chair Shop Managers' meetings.
15. Develop and implement volunteering policies and procedures ensuring retail volunteers are trained and supported appropriately.
16. Encourage staff and volunteers to provide feedback on retail activities through regular staff meetings, surveys and other forms of engagement and provide updates to staff on agreed actions.
17. Effectively communicate any relevant information to the team regarding BPR plans, activities and performance and act in accordance with appropriate HR policies and procedures.

Finance and Administration

18. Ensure that all relevant daily and weekly paperwork is completed to the required standard and timescales.
19. Report across all shops weekly and monthly income figures and trends, completing quarterly reports for the Trustees, or when required.
20. Ensure all shop teams follow the gift aiding process, liaising with Business Administration Manager as required.

21. Work with the Business Administration Manager to ensure all shop volunteer details are updated by shops every quarter.
22. Support the retail budget process.
23. Develop and implement retail policies and procedures and relevant legal requirements which maintain the stability and reputation of the shop and the charitable work of BPR.

Premises and Security

24. Update Trustees about necessary repairs and maintenance of the shops, agreeing an action plan and value for money and liaising with Shop Managers to ensure completion of the works.
25. Oversee the review and renewal of shop leases and to support the relocation of shop premises as required.
26. Ensure that the security procedures are understood and implemented by all staff and volunteers.

Health and Safety

27. Ensure systems are in place, staff are updated, and health and safety procedures are followed. This includes specifically (but not exhaustively) regular fire drills, fire and electrical equipment; completion of fire and other risk assessments and any other health and safety records, including incident reporting in line with legislation. Ensure each shop's delegated PAT tester and First Aider has adequate training, and that all staff are trained in moving and handling of donated goods, safe and secure handling of money and security of the premises.

General job requirements and personal responsibilities

- Your working hours will be arranged across several days per week on a rota to include occasional weekend and evening working.
- On occasion, to ensure continuity of opening hours some flexibility may be required for example to provide holiday cover. As such, this role may involve some lone working for example, opening and closing the shop.
- You must assume responsibility for your own professional and personal development (supported by BPR where appropriate) to ensure their continuing competence to deliver BPR requirements.
- You will be required to travel to attend meetings and undertake training as required.
- You will be required to attend monthly Trustee meetings.
- Any other duties which are consistent with the responsibilities of the post.

The person

You will thrive on setting and achieving goals and making it possible for others to do the same. Honest, straightforward yet diplomatic. Organised, flexible with a positive attitude. Able to work on own initiative and to make decisions as required, knowing when to inform or consult others. And of course, you will have a genuine concern for animal welfare and enthusiasm for the work of the charity.

Essential experience and skills

- A proven record in shop/retail management and able to evidence how you have generated profits in the retail sector including motivating others to achieve targets.
- Able to interpret sales data and set action plans accordingly, with commercial awareness to deliver sales and the ability to utilise KPI's to drive performance.
- Strong merchandising abilities including attention to detail and ensuring highest standards of presentation are achieved.
- People management skills: able to recognise potential and motivate others and nurture collaborative working.
- Clear communication skills and an inclusive approach to diverse teams and all members of the public.
- Strong customer service skills and ability to nurture skills in team members to ensure a welcoming atmosphere and connection with the community.
- Excellent interpersonal skills and the ability to build strong relationships.
- Numeracy and a basic understanding of finance to deal accurately with sales transactions and provide management information to ensure that all company administrative and financial procedures are followed including banking, cash register reconciliation, weekly returns.
- Written skills to develop clear communications appropriate to audience and maintain records.
- IT skills for till operation, credit cards, MS 365 (word, excel, email, MS Teams), SharePoint and social media platforms.
- Organisational skills with the ability to plan and prioritise workload and best use of time for yourself and the shop team.
- Manual handling skills: lift and carry boxes/bags of donations safely and to stand/bend/stretch in order to prepare and display donations.
- Full UK car driving license, and able to drive between all sites as required.

Desirable qualifications, skills and experience (if you do not have the experience, we still encourage you to apply)

- Experience of working in a multi-unit retail environment
- Experience of working in a charity retail environment
- Experience of working with volunteers or vulnerable people
- Experience of fundraising