

# Area Business Manager



## About the role

A pivotal role to lead succession of our Retail Stores and Teams.

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"Listening, supporting and including one another is a vital part of working in our team."

Dean

## We'd love you to

- Manage the day to day business operations within the defined geographical area currently consisting of Loughborough, Derby, Nottingham, South and North West Yorkshire
- Leading and developing the team of Store Managers, Store Assistants and volunteers, ensuring that your actions reinforce the Mencap's aim and values.
- Be Responsible for KPI's and identifying and implementing ways to maximise income within the most cost effective working practices
- Be responsible for performance and development of area strategy, Health & Safety issues; legislative requirements and Mencap Retail's policy and procedures.
- Promote a positive image of Mencap's work through the stores.

- Support colleagues and Retail departments national development and corporate initiatives.
- Be responsible for your personal development
- Be confident to maximise income from the branches in the area, manage expenses to achieve agreed net budget and ensure annual targets are met.
- Recruit, induct, develop and performance manage all staff in the area.
- Develop annual area business plans for stores which will feed into the retail strategy.
- Keep up with local retail sector trends and use this information to grow the businesses.
- Maximise the opportunities to achieve the overall budget by appropriate use of resources and focusing of activities.

# Area Business Manager continued...



## About you

Passionate about people results and making change.

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"Listening, supporting and including one another is a vital part of working in our team."

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## We'd love you to...

- Manage and support a team of Branch Managers, employing a coaching and mentoring style.
- Exercise inclusive leadership and management of retail colleagues in the area in order to ensure a passionate, valued and responsive team.
- Contribute to the learning and development programme of all staff in the area to maximise their potential.

## We'd also love you to....

- Have a flexible approach to working hours and days including working Saturdays, Sundays and Bank Holidays as appropriate, and when required.
- Travel to meetings, training events, etc. This will include occasional long distances and overnight stays (expenses will be paid and car allowance is allocated for this role).
- There will be a need to lift, on a frequent basis, items of various sizes and weights.
- DBS (Criminal Record) check

## What you will bring

Experience of monitoring/supervising work of others or passion to motivating and training/development of staff

Retail experience

Experience in budgeting

Understanding of the charity retail sector.

Experience in the recruitment and selection of Retail staff.

Passion and willingness to learn more about learning disabilities and role model this to their teams

Be able to **motivate** a professional team, delegating to those best placed to act, in a manner that **inspires** commitment, ownership and enthusiasm from others.

Passion for **engaging and listening** to others, providing support, agreed performance level, encourages and gives constructive feedback to staff.

**Inclusive, adaptable and motivating** leadership style.

Ability to achieve **empowered, valued, inclusive** and productive team culture.

**Positive** approach to decision making and building strong team spirit by encouraging open conversation.

# Who you will be working with

People with a learning disability their families, friends and carers

Store Managers

Store Assistants

Store Volunteers

Internal support teams such as HR or Personal Services



Click here to listen to what our colleagues think

## Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are **Inclusive** of everyone

You will be inclusive by making sure that your services support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard and different views listened to

We are **Brave** we challenge and try new things

You will be brave by encouraging people to have big ideas about what would make their service/team the best place to work and you will test things out and learn from mistakes

We are **Positive** in our work and with each other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are **Kind** to everyone

You will be kind and considerate in all of your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work