



Job Title: Area Manager - Headway UK

Location: Travelling

Department: Operations

Reports to: Head of Retail

Job Summary: We are seeking a highly motivated and experienced individual to join our team as an Area Manager for Headway - the brain injury association. This pivotal role involves overseeing the operational aspects of multiple locations, specifically focusing on team building, opening new facilities, and managing recruitment and training processes. The successful candidate will play a crucial role in advancing our mission by ensuring high performance to raise funds for the delivery of high-quality services to our network.

Key Responsibilities:

1) Sales Performance:

- Drive and deliver sales targets, ensuring the achievement of revenue and profit goals for the designated area.
- Develop and implement sales strategies to maximise the impact of Headway - the brain injury association's retail operations.
- Monitor and analyse Key Performance Indicators (KPIs), identifying areas for improvement and implementing corrective measures.
- Oversee stock acquisition and management, ensuring optimal inventory levels and minimising stockouts or overstock situations.
- Implement and uphold standards for visual merchandising, ensuring a consistent and appealing presentation of products across all locations.

2) Team Building:

- Develop and lead a high-performing team by fostering a positive and collaborative work environment.
- Provide guidance, mentorship, and support to staff members to enhance their professional development and job satisfaction.
- Encourage teamwork and effective communication among team members.



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3) Location Expansion:

- Identify and evaluate potential locations for new Headway - the brain injury association shops.
- Collaborate with stakeholders to assess the feasibility and suitability of new locations.
- Lead the opening of new facilities, ensuring a smooth transition and integration into existing operations.

4) Recruitment and Training:

- Oversee the recruitment process for all positions within the designated area.
- Develop and implement effective training programs for new hires, ensuring alignment with Headway - the brain injury association's mission and values.
- Monitor the ongoing professional development of team members to enhance their skills and knowledge.

5) Operational Management:

- Ensure compliance with relevant regulations and standards in the healthcare and charity sectors.
- Collaborate with other departments to streamline operational processes and improve overall efficiency.
- Monitor and analyse key performance indicators to assess and improve the effectiveness of services.

6) Community Engagement:

- Build positive relationships with local communities, healthcare professionals, and relevant stakeholders.
- Represent Headway - the brain injury association at community events, conferences, and meetings to promote awareness and support.

Qualifications and Skills:

- Proven experience in a leadership role within the retail or charity sector.
- Strong understanding of team dynamics, recruitment, and training processes.
- Excellent organisational and multitasking abilities.
- Effective communication and interpersonal skills.



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- Commitment to Headway - the brain injury association's mission and values.

To Apply: Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and explaining their interest in the role. Please send applications to David.byrne@headway.org.uk and ann.austin@headway.org.uk by February 29th.

headway is an equal opportunity employer and encourages individuals from diverse backgrounds to apply. We thank all applicants for their interest, but only those selected for an interview will be contacted.