



Registered charity 248616

Job Title	Area Retail Manager
Hours of work:	37.5 hours p/w. Part-time considered 18-month fixed term contract initially
Salary	£29,000
Reports to:	Trustee - Shops Line Manager

Main purpose of the role:

The Area Manager will be accountable for the successful delivery of the organisations retail strategy to maximise income generation for the West Dorset and Axminster RSPCA branch. The Area Manager will have a range of financial, operational and leadership responsibilities that the Branch requires them to meet across all their shops.

The role is very hands on and will spend a good proportion of time in the shops training and supporting the teams working there. The Area Retail Manager will support, advise, motivate & manage the retail team to drive income. With scope for creativity and innovation, this role expects you to make your mark in a retail operation that has embarked on a long-term programme and that is aware of the volatility of the retail market. It will also include looking to expand the business across the West Dorset and Axminster area, with a view to setting up and developing additional shops.

Main Responsibilities:

- Financial management of the area budgets and be proactive in the overall strategic direction and development of the retail business
- Line management of all shop supervisors effectively, including keeping records of staff appraisals and performance and mediating disputes between employees and volunteers.

- In consultation with the Shops Line Manager, manage the recruitment and selection process (including probationary reviews) for all the paid shop staff.
- Hold regular meetings with staff to review shop performance, ensure clear communication and encourage excellent relationships and networking between shops and Taylors Rehoming Centre.
- Implement and training and development of staff.
- Ensure cover for shop management vacancies, absence and holidays in the shops.
- In conjunction with the Shops Line Manager identify appropriate premises for new shops and manage the process for opening and running these.
- Identify and manage poor or failing shops, reviewing possible schemes to improve the situation and manage closure of premises when necessary.
- Ensure that the shop windows and internal displays are regularly changed, including seasonal displays with donated and new stock
- Undertake refits in conjunction with the Shops Line Manager.
- Keeping waste under control and ensure it is disposed of both safely and as economically as possible.
- Liaise with Shops Line Manager and Treasurer regarding utility supplies electric, gas, phone and internet supplies when required.
- Ensure all staff are aware of potential collectable or valuable items and how to obtain a valuation to ensure maximum profit.
- Attend trustee and other meetings when required.
- Ensure that all health and safety requirements are met.
- Always adhere with the organisation's policies and procedures. These will include, but not limited to, equal opportunities, confidentiality, data protection and health and safety.

Finance/Income & Expenditure

Along with the Treasurer and Shops Line Manager:

- Undertake to achieve annual targets proposed for the shops and manage them proactively through the year.
- Analyse and develop systems to identify best use of shop space to maximise income.
- Monitor and work with your teams to ensure that shop financial processes are managed correctly & investigate any significant discrepancies as they arise.
- Liaise with Treasurer for staff information and hours to be paid
- Ensure best prices are obtained for rags and other recyclable items.
- Ensure CCTV and notices are in operation and theft is dealt with promptly but discretely

Standards:

- Work with the shops to ensure best retail standards are implemented to increase income, including merchandising, sorting & pricing, customer service & stock rotation.
- Help the shops to promote the RSPCA brand & presence in the local area.
- Ensure shops work within legal and RSPCA health & safety requirements, Trading Standards law & fire regulations

- In conjunction with the Shops Line Manager, undertake or ensure regular H&S checks of all shops within the area.

Promoting the RSPCA:

- Support the shops & branches in developing/building a strong local profile for West Dorset RSPCA, promoting the work carried out & providing a point of contact for the public.
- Maximise the promotion of the overall aims & values of the charity through the shops in the area
- Ensure staff are given training on the work of Taylors and the RSPCA.

Development:

- Work with colleagues in the team to strengthen, develop, promote & improve the retail operation across West Dorset & Axminster, including the control of the sale of New Goods to the maximum of 10% in each shop.
- Promote & develop positive working relationships within the area seeking opportunities for joint initiatives for the shop.
- Develop collaborative working relationships across branches.
- Attend training & development courses & key meetings as required by your line manager.
- Watch out for patterns, trends and dips and address urgently.

Staff:

- Provide and agree rotas with staff and cover shops where no other staff are available
- Maintain sickness and holiday records and agree holiday requests
- Be first point of contact for and ensure any problems, whether staff, customer or premises, are reported to your line manager without delay
- Ensure shop paperwork is being completed properly and accurately
- Undertake volunteer and fundraising drives as required

Person Specification:

Essential Experience, Skills and Attributes

- Demonstrable success in a similar role in the retail or charity sector
- Experience in supervising, managing and developing a team
- Experience of budget management and monitoring
- Experience of health and safety and security in a retail setting
- Excellent communication and interpersonal skills, verbal and written
- Excellent personal organisation and planning skills
- Excellent customer service skills
- Ability to prioritise workload and meet deadlines.
- Ability to work within a team and on own initiative

- Visual merchandising skills
- IT skills including Word, Excel, Email and Publishing
- Supportive of the work of the West Dorset RSPCA Branch
- Full driving licence and own vehicle
- Requirement to fulfil any other agreed duties to meet the needs of the business

The overall objective is to increase takings and improve all aspects of the management of the branch charity shops while promoting the work of Taylors Rehoming Centre and the RSPCA.

This job description may be subject to review at any time and in consultation with the post holder.

Requirement	Criteria
Demonstrable success in a similar role in the retail or charity sector	Essential
Experience in supervising and managing a team	Essential
Experience of training and developing a team	Essential
Experience of budget management and monitoring	Essential
Experience of health and safety and security in a retail setting	Essential
Visual merchandising skills	Desirable
Fundraising skills	Desirable
Excellent communication and interpersonal skills, verbal and written	Essential
Excellent personal organisation and planning skills and ability to work accurately	Essential
Ability to work within a team and on own initiative with minimal supervision	Essential
Ability to prioritise workload and meet deadlines	Essential
Excellent customer service skills	Essential