

Job Description

Position :	Retail Operations Manager
Postholder :	Vacant
Reports to :	Retail General Manager

Job Purpose

A senior role within the Retail team, responsible for the day to day operation and financial performance of a defined number of Tŷ Hafan shops, through the effective management of the Shop Managers and Deputy Managers.

Outline of Duties

1. To ensure that the required financial performance of each shop is achieved as set out in the company business plan, taking appropriate actions to resolve under-performance
2. To communicate regularly with your team and manage them appropriately; dealing with matters as they may arise in a professional, efficient and thorough manner
3. Trouble-shooting issues within shops relating to sales performance, HR or any other matters that arise
4. Visiting shops regularly and completing regular store visit reports, identifying areas for improvement. Following up reports with relevant coaching and actions
5. Working with the Retail General Manager to set targets, budgets and forecast performance for new and existing shops
6. Managing the process of opening new shops, assisted by the Retail General Manager and the Estates Manager. Planning relevant specifications for the shop fit, marketing and promoting the new shop, ordering fixtures, fittings and supplies, and arranging stock from the existing shops
7. To assist in the organisation of team meetings, leading activities and delivering presentations where appropriate
8. To recruit staff with the skills necessary to perform the role, whilst ensuring that ongoing staff turnover is minimised through effective training, coaching, appraisal and motivation
9. To ensure that each shop operates safely and in compliance with current legislation
10. To provide regular reports to the Retail General Manager of shop performance, HR issues and other operational matters
11. To perform any other reasonable duties, agreed with the Retail General Manager

Communications

1. Meet regularly with the Retail General Manager to review performance, being proactive in suggesting improvements
2. Proactively meet with any other Tŷ Hafan staff as necessary to ensure joined-up activities
3. Communicate regularly with your team, your peers and the wider Retail team
4. Meet with external suppliers