



**JOB DESCRIPTION:** Retail Operations Manager  
**ACCOUNTABLE TO:** Finance & Retail Director  
**RESPONSIBLE FOR:** Maximising Shops Income  
**OVERALL PURPOSE:** The purpose of the post is to develop the strategy and ensure the efficient management of all aspects of Trinity Hospice Trading Division

## **ROLE**

To be responsible for the effective performance management of the Retail Area Manager, Shop Managers and Volunteers. Responsible for the management of all retail activities, taking overall responsibility for the recruitment, management and support of paid staff and the volunteer workforce. To ensure that shops operating in the designated area achieve set income and profit targets.

## **Main Duties and Responsibilities**

### **People**

- 1 To effectively recruit, induct, lead, manage, train and develop Retail Area Manager, Retail Managers and Casual staff to agreed procedures and standards.
- 2 To ensure the effective management of all retail staff and volunteers and to ensure adequate staffing levels throughout the business.
- 3 To give support to staff so they have the opportunity to develop their skills in the role and to achieve growth in sales.
- 4 To ensure that all performance issues, and other issues within the shop, are addressed in an appropriate and timely manner.
- 5 To uphold the reputation of Trinity Hospice by maintaining high personal standards and projecting a warm, appreciative and welcoming attitude towards customers, donors and staff.
- 6 To effectively communicate with the Retail Management, shop staff, volunteers and other Trinity personnel, cascading information as relevant. To represent the trading business and communicate externally as required.
- 7 To promote a customer care approach within the retail business, investigating complaints or issues of poor customer care, both timely and efficiently.
- 8 To inspire the Retail Management, staff, volunteers, donors and customers in the area in order to realise the maximum benefit from donations.
- 9 To maintain and develop beneficial working relationships with other Trinity departments to further the organisation's objectives, including appropriate attendance at Management Team meetings and volunteer forums.
- 10 To take responsibility for personal and professional development.
- 11 To ensure Management appraisals are completed annually.
- 12 Actively promote 'Trinity' brand in local communities.

## **Performance**

- 13** To grow sales profit, and to motivate staff to achieve this same goal.
- 14** To develop and grow a customer focus commercial operation including new shops to maximise available assets, planning 2 to 3 years in advance. To ensure awareness and account for competition, retail sector trends and current trading opportunities.
- 15** As the Retail Operations Manager, to develop, implement, review and monitoring the retail operating plan and budget.
- 16** To maintain, seek, utilise and analyse management information including EPOS (electronic point of sale) data to manage performance, seize opportunities and make informed management decisions, taking appropriate remedial action as required to reach and maintain retail budgeted sales and net income contributions and develop and drive the business.
- 17** To ensure all shops are efficiently and effectively managed, visiting them regularly, and monitoring their compliance with policy, procedure and standards.
- 18** To manage the warehouse operation.

## **Product**

- 19** To develop corporate policy driving display, merchandising, pricing and grading whilst observing high street and Charity retail trends.
- 20** To monitor stock in each shop, ensuring there are adequate supplies. To identify methods of stock generation in conjunction with the Shop Manager, and to respond to stock concerns where relevant.
- 21** To maintain an awareness of the organisation's priorities and promote the work of Trinity to the Retail Management, shop staff, volunteers and the general public.

## **Property**

- 22** Working in conjunction with consultants and contractors, to carry out new shop site evaluations and questionnaires.
- 23** Working with contractors, to ensure shop refits are carried out in accordance with national guidelines meeting relevant time schedules, and ensuring shop standards are maintained on an ongoing basis.
- 24** Responsibility for maintaining shops both freehold and leasehold to an acceptable standard, complying with both safety standards and planned preventative maintenance.

## **Procedures**

- 25** To collate information and other statistical reports on shops' progress, or action planning as required, ensuring timely and accurate reporting of all aspects of administration, following up issues of discrepancies as required.
- 26** To take responsibility to ensure the awareness and understanding of the retail Health and Safety and the Equality Act 2010, and that the Trading Division complies with all relevant legislation.
- 27** To instigate and implement new policies and working practices in conjunction with Directors and to undertake responsibility for ad-hoc initiatives, as and where appropriate.

- 28** To ensure policies, procedures, guidelines and legislation comply with the Charity Retail Association Guidelines.
- 29** To ensure the safety and security of people, stock, cash and property, implementing effective administration, EPOS, procedures and security systems throughout the shops in accordance with Trinity guidelines.
- 30** To be responsible for the accurate completion and sign off of all staff records including salary and sickness reporting.
- 31** To attend Board meetings as required by the Chief Executive
- 32** To uphold the fundamental Principles of Trinity Hospice and to work within and promote Trinity's Equal Opportunities Policy

### **General**

- 33** To undertake all mandatory training as required by Trinity and participate in appropriate in-service training as and when required.
- 34** Maintaining the strict confidentiality of all information acquired especially with regard to patients and staff.
- 35** To undertake an appraisal and personal development review annually and through self-development, continuously update and improve knowledge and competencies.
- 36** To be a co-operative and supportive member of Trinity staff, ensuring that all members are aware of any issues in the post holder's workload, which may affect other members of the Trinity team.
- 37** To manage all volunteers and ensure a strong communications network with the aim of developing effective working relationships. To providing regular feedback to assist with, motivation, performance management and continued support.
- 38** To take responsibility for being up to date with current policies and procedures and to adhere to these.
- 39** Co-operating fully in the introduction of any new technology and new methods as appropriate.
- 40** To promote at all times the Hospice philosophy and uphold the Trinity core values.
- 41** To undertake any other relevant duties within the overall scope of this post as may be requested by the Chief Executive or Finance & Retail Director.

This job description is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service. Included in the terms relating to managers, this includes shops, warehouse and furniture.

