

Trussell Trust Job Description: Retail Area Manager Hampshire



Hours: Full-time (37.5 hrs per week). Must be flexible and available Mon –Fri, incl. occasional evenings and weekends.

Salary: £24,121.50 per annum **Permanent Position**

Annual Leave: 33 days per year (Including Bank holidays)

Responsible to: Head of Retail (HOR)

Directly Managing: TT Shops in your regional area – predominantly those in Hampshire

Purpose of the Job:

To maximise full sales/profit potential and promote “Quality/Excellence” and the Trussell Trust charity within the Hampshire area. To develop and recruit exceptional shop managers, enabling them to build strong staff and volunteer teams to meet income targets and create thriving, profitable retail businesses, supporting and endorsing TT’s principles, values, brand and charitable objectives.

Tasks & Responsibilities:

Sales

1. To ensure that each shop achieves its full sales potential.
2. To ensure that all shop staff and volunteers maintain a high standard of service to customers at all times.
3. To ensure that merchandise is clearly priced, to monitor pricing levels and ensure a consistent and optimum price level that will achieve maximum sales in accordance with Trussell Trust (TT) guidelines and policy.
4. To ensure that each shop carries out any centrally organised promotions, along with its own regular seasonal and local promotions correctly in agreement with the Head of Retail.

Profit

1. To keep all controllable expenses to a minimum level without loss of sales and to ensure that shop staff are aware of the importance of effective cost control.
2. To dispose of donated goods which are unsuitable for sale through TT shops at the best possible prices in accordance with current policy and local arrangements.

Shop Appearance

1. To ensure that the shops have a high standard of display, cleanliness and tidiness that projects TT shops quality image as outlined in the organisation’s retail manual.
2. To ensure all shop managers and shop staff are aware of the importance of implementation of the correct visual merchandising techniques, especially with regards to shop windows and internal shop presentation.

Stock

1. To ensure that each shop has sufficient saleable stock - providing training, support and guidance to Shop Managers on the generation of adequate supplies of donated stock including organising viable van collections within agreed boundaries and monitoring of all van collectors by appropriate means.
2. To ensure that positive action is being taken to generate donations from general public and other sources.
3. To assess the correct stock rotation system for each shop and monitor.
4. To ensure that incoming stock is efficiently sorted, prepared for sale and sort rooms well organised.
5. To arrange the re-distribution of stock between shops where and when necessary.
6. To ensure that all stock on display is clean, attractive, saleable and well presented.
7. To arrange and monitor the effectiveness of re-cycled stock.
8. To ensure that each shop is not selling unauthorised stock.

Personnel

1. To ensure that shops have the correct level of properly trained salaried staff as agreed with the Head of Retail and within authorised limits.
2. To assist with recruitment of salaried staff required to run the Hampshire retail operations, ensure they are suitably onboarded, trained and motivated once recruited.
3. To assist and encourage shop managers to recruit suitable volunteer teams.
4. To ensure the shop managers create and maintain a team of staff and volunteers who are motivated, effective and well informed.
5. To line manage shop managers, setting SMART financial and non-financial KPIs, Performance Management and Personal Development (including regular 1:1s, period review meetings and annual appraisal).
6. To arrange regular meetings of Shop Managers and staff for training, communication and planning.
7. To maintain a proper discipline in all shops - particularly with regard to time-keeping, trading hours, absence reporting, security, efficient shop work and management. The level and type of control exercised will differ appropriately between paid and voluntary staff.
8. Ensure staff excess hours are kept to a minimum, managed effectively and within agreed budget.
9. In liaison with the Head of Retail and People/HR to implement the disciplinary and dismissal procedures appropriate to paid and voluntary staff where necessary, in accordance with current policies and procedures.
10. To keep proper records of full and part time staff and to ensure that the necessary payroll and employment documentation is submitted accurately and punctually.
11. To monitor and control staff holiday dates to ensure that shops are properly staffed at all times.

Administration

1. To interpret and use all management information, respond to questionnaires and give appropriate feedback to the Head of Retail and others as requested.
2. To keep weekly and monthly sales analyses of area and shop sales for discussion and action as requested and to weekly advise the Head of Retail of shop sales, trading and other relevant information.
3. To ensure regular (monthly) and effective performance reviews of shop and staff.
4. During regular shop visits ensure all administration is actioned and filed correctly.
5. Maintain adequate records via regular written reports and minutes of meetings.
6. To check a percentage of till audit rolls and take appropriate action when necessary.
7. From time to time, as appropriate, check petty cash claims.
8. Ensure that regular security, health and safety and compliance audits are carried out within the given timescales.
9. To monitor all area and shop expenses and keep them to an acceptable level and within budget.
10. To ensure that shops are properly supplied with consumable items - to authorise purchase orders for all shop consumables, to forward copies to supplier and Head Office and to deal with any queries.
11. To ensure Shop Managers are empowered to directly deal with routine/ad-hoc maintenance issues concerning their shop such as renewals, repairs, etc.

Budgets

1. To liaise with and recommend to the Head of Retail a schedule of plans and reviews of shop layouts, refits and maintenance for budget purposes.
2. In liaison with the Head of Retail and HQ Finance Team, to plan and control all budget expenditure within the Area Manager's responsibility.
3. To provide Shop Managers with annual budgets and YTD figures for their shops and empower their direct spending within these limits such as for advertising and promotions.

Shop Acquisitions & Disposals

1. To assist the Head of Retail to identify and open new shops in the Hampshire area to eventually achieve a minimum operating number of 10 shops by end 2020.

2. To develop and manage a team of existing staff within the Hampshire area, who are capable of facilitating new shop openings.
3. To assist with the disposal of any long-term under-performing shops in Hampshire as deemed necessary by the Head of Retail.

Security

1. To ensure staff are security conscious and following correct procedures as stated in the TT manual.
2. To check that all premises are kept secure.
3. To keep and update records of key-holders, safe code, alarm code, shutters, door code details.
4. To inform relevant bodies when there has been, or suspicion of, a breach of any security procedures.
5. To carry out till checks regularly in all shops.

Health & Safety

1. To apply Health and Safety regulations in accordance with TT H&S policy, guidelines and manual and ensure all risk assessment procedures have been carried out by shop managers.
2. Ensure all H&S records are being correctly maintained by shop managers.
3. Ensure all fire drills procedures, fire and first aid equipment, and electrical equipment is properly sited, maintained and provided by shop managers.
4. Ensure all H&S procedures are understood and implemented by all staff and volunteers.

General

1. To carry out these tasks and responsibilities with an understanding of and commitment to all TT policies, including their equal opportunities policy.
2. To ensure that all shops are complying with the TT retail operating manual.
3. To keep up to date with the work of the Trussell Trust and communicate this to staff and volunteers.
4. Share interesting case study and human interest stories with the charity's PR and Marketing team as and when you become aware of such matters.
5. Utilise the shop as an emergency collection point for food boxes to clients and for accepting deliveries of donated food from the public as appropriate.
6. To use new technology (e.g. ePOS) as required and train/coach others in its correct use and application.
7. To carry out any additional duties within the spirit of the post as required by the Head of Retail.
8. Promote the work of the Trussell Trust whenever possible and attend events on occasion during non-working hours in support of the organisations overall objectives.

Person Specification Retail Area Manager - Hampshire

	Essential (ES) / Desirable (D)	Measurements
Qualifications		
Good standard of education to at least GCSE in numeracy and literacy	ES	Application
Experience		
Substantial retail management experience	ES	Application
Multi-site retail management experience	D	Application
Charity retail experience	D	Application
A strong understanding of, and enthusiasm for, high street retail with a commercial focus to identify opportunities to drive sales	ES	Application
Experience of working in a customer focused environment with proven track record	ES	Application

Experience of recruiting and developing staff and line management responsibilities	ES	Application / Interview
Good understanding of retail business disciplines (including budgeting, customer service, cash handling, stock control, working to financial targets, KPIs)	ES	Application / Interview
Knowledge of current fashion and visual merchandising practices	D	Application / Interview
Financial planning, management, controls, forecasting, budgeting	ES	Application / Interview
Working with volunteers	D	Application / Interview
Skills, Knowledge & Abilities		
Excellent written and verbal communication skills	ES	Application / Interview
Excellent organisational and management skills	ES	Application / Interview
Good problem solver and negotiator	ES	Application / Interview
Good interpersonal skills, personable and able to build rapport with people of differing ages, backgrounds and cultural origins	ES	Application / Interview
Confidence in own judgement and capability and demonstrates effective delegation skills	ES	Application / Interview
Able to build and maintain effective internal and external relationships and resolve conflict where necessary	ES	Application / Interview
Ability to think strategically and have a strategic vision	ES	Application / Interview
Demonstrable ability in leading, motivating, supporting and developing individuals and teams - recognises potential in people	ES	Application / Interview
Able to interpret and analyse financial information, benchmark, make and implement action plans, track progress	ES	Application / Interview
IT literate with experience and effective use of MS Word, Excel, PowerPoint, Outlook, email and the internet	ES	Interview / Test
Experience or good understanding of ePOS	D	Application / Interview
Able to lead effective and engaging meetings	D	Application / Interview
Confident giving presentations, speaking to small /larger groups, churches, WIs, networking, CSR partners	D	Application / Interview
Creative flair with an eye for detail and able to present stock to a high standard	D	Application / Interview
Experience of using social and digital media, especially commercially	D	Application / Interview
Personal attributes		
Passionate and driven to increase contribution from our shops to help us to "Stop UK Hunger"	ES	Interview
Flexible attitude and a positive and outgoing personality	ES	Interview
A team player with the ability to work 'hands-on' or independently with a minimum of supervision, on own initiative and able to prioritise work	ES	Interview
Responds positively to change with a proven track record managing change	ES	Interview
Exceptional organisational and time management skills with ability to work under pressure, remain calm and manage any stress positively	ES	Interview
Results driven but with recognition of "right result, right way"	ES	Interview

Ability to recognise and prioritise opportunities with the greatest potential, exploit business resources and opportunities	ES	Interview
Able to demonstrate a high degree of integrity, discretion, diplomacy commensurate with the nature of the post	ES	Interview
Demonstrates a commitment to on-going personal development	ES	Interview
Entrepreneurial and commercially minded	D	Interview
Commitment, enthusiasm and high energy levels	ES	Interview
Personal		
Able to work Mon-Fri, incl. occasional evenings and weekends	ES	Application / Interview
Able to work flexibly and additional hours	ES	Application / Interview
Has own car with clean, full driving license	ES	Application

The Trussell Trust is a charity founded on Christian principles which works to combat hunger and poverty in the UK. We all subscribe to the same values and hope that new team members will too, irrespective of belief or background.