



RETAIL AREA MANAGER

APPLICANT INFORMATION PACK



www.trusselltrust.org



WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1st April 2021 and 31st March 2022, food banks in the Trussell Trust network distributed 2.1 million three-day emergency food supplies to people in crisis, a 14% increase on 2019/20 (the last complete year before the pandemic). More than 830,000 of these went to children.

I want to see the end of the need for emergency food services in every nation of the UK, to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Working for the Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

Emma Revie
Chief Executive



WHAT WE DO

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

Together, we can end hunger and poverty in the UK.

[*14.2 million people in the UK population are in poverty. The Social Metrics Commission, 2018](#)

OUR VALUES

The Trussell Trust is committed to community built on diversity, tolerance, cooperation, and mutual respect. We want to contribute to society and demonstrate social responsibility.

Our values are **Compassion, Justice, Community** and **Dignity**.

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



HOW WE WORK

Our offices are in Salisbury in Wiltshire and London.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Network Operations
- Network Programmes & Innovation
- Corporate Services (including Charity Retail)
- Policy, Research & Impact
- Participation
- People & Inclusion
- Public Engagement

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

OUR BENEFITS

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions of up to 8%, group income protection, payroll giving, flexible working, season ticket loans, and enhanced contractual leave.

To find out more about the full range of benefits we offer, visit www.trusselltrust.org/employee-benefits.



THE ROLE

Department:	Charity Retail
Responsible to:	Retail Director
Hours:	30 hours per week, must be flexible and available Mon – Sat, including weekends and some evenings
Salary:	£28,000 - £30,000 (pro rata), depending on experience per annum plus a comprehensive benefits package
Based:	Hybrid (Home-based and Salisbury or Winton) with travel required in south Wiltshire and Dorset



ROLE OUTLINE

To support the Retail Director of the Charity Retail team in all aspects of management of the Trussell Trust shops and the warehouse aiming to maximise full sales and profit potential, whilst promoting quality and excellence and the Trussell Trust within the Wiltshire/Dorset area.

In this role you will be a key member of the Retail Senior Leadership team (SLT) working collaboratively to deliver strategic aims as well as to improve profitability and the financial contribution to Trussell Trust. The Retail Area Manager will use their knowledge and experience of all aspects of retail operations to support a team of 9 local shops, 2 online shops and a warehouse, providing direction, leadership, support, and advice on matters relating to the day-to-day running of shops whilst motivating and coaching to ensure that everyone has the tools to do the job. You will work closely with the Retail Development Manager (RDM) to ensure the team is fully supported to achieve their goals, developing the performance, growth, and the volunteer sector. It is imperative that we concentrate on maximising our income and reducing our expenditure to fulfil our objective of raising funds to support the Trussell Trust's mission of ending the need for food banks in the UK.

RESPONSIBILITIES

- Work with the Retail Director to develop and deliver both a short-term and long-term strategy for the Charity Retail team
- Provide leadership, direction, support, and line management to your teams, including regular 1:1s to ensure that objectives and targets are met
- Develop close business relationships with the shop managers and act as the first point of reference for them when any operational issues arise
- Acting as a role model, empower and encourage your shop teams to deliver exceptional performance and drive sales consequently raising vital funds to help people living in crisis
- Be responsible for all aspects of staff management within the retail operation including performance and absence management, team communication and development coaching and motivating as appropriate
- Where performance issues arise, intervene proactively to manage effectively and to ensure that the appropriate support is put in place

- In collaboration with the RDM deliver training to develop and grow the team
- Working with the Volunteer Coordinator, champion innovative and creative ideas to recruit and support volunteers, following best practice in the sector, ensuring that policy and procedure compliance is regularly reviewed
- Be responsible for all staffing rotas in all the Trust's shops, including arranging emergency cover and fair allocation of overtime and holidays ensuring that documentation is accurate and submit confirmation to the Office Manager in time for monthly payroll
- Working with the Health and Safety and Facilities Coordinator, be responsible for keeping all TTCR shops open safely and staffed appropriately
- Proactively manage all aspects of staff attendance, reporting any concerns to the Retail Director and HR Advisor
- Ensure that compliance with all Charity Retail policies and procedures is monitored and that any associated risks are monitored and mitigated, reporting regularly to the Retail Director
- Produce regular management information for the Retail Director and perform regular quality checks to ensure that information from shops is accurate and complete
- Develop a culture of innovation, resourcefulness, and best practice to make the best use of time and skills across the Charity Retail team to deliver against targets
- Promote collaborative working across your area of responsibility and with other members of the SLT.

Any other reasonable duties as specified by your line manager to support the work of the Trussell Trust Charity Retail.

The Trussell Trust is a charity that works to end the need for food banks. It is founded on and shaped by Christian principles. Our values of dignity, justice, compassion and community, are central to all that we do and therefore supports our aim to be an organisation where the diversity of all employees is valued. We welcome people of all faiths and none and those that are committed to these values.



PERSON SPECIFICATION

Technical skills and minimum knowledge:

- Experience of retail, preferably in the charity sector
- Understanding of retail operations at all levels
- Proactive and effective people manager
- Numerate and computer literate with the ability to produce concise and accurate management information
- Has a good understanding of the principles underlying retail law, Gift Aid, GDPR, other applicable legislation and best practice.
- Excellent customer service skills, including the ability to establish rapport and credibility quickly with a range of stakeholders.

Behaviours and competencies:

- High-performing manager with an ability to work independently under agreed guidelines
- Demonstrates excellent leadership skills, with a fair and consistent approach dealing with any performance management issues in a timely fashion
- Employs positive motivation and coaching strategies to deliver measurable improvements in sales and all areas of retail operations
- Delivers innovation and models excellent performance standards
- Demonstrates an excellent understanding of risk management and takes appropriate mitigating and management actions
- Excellent communication skills and able to operate with diplomacy, tact, and empathy at all levels across the organisation.

Key Stakeholders:

- Retail Director
- Retail Development Manager
- Shop Managers and Warehouse Manager
- HR Advisor
- Logistics team
- Health and Safety and Facilities Coordinator
- Volunteer Coordinator



HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to www.trusselltrust.org/jobs and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- As part of this process, you are required to upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position, please email retailrecruitment@trusselltrust.org.

www.trusselltrust.org/jobs

