

Retail Area Manager

Primary Work location: Across sites

Working hours:

Salary:

Department: Retail

Reports to: Head of Retail & Trading

Direct reports: Retail Support Manager, Relief & Shop Managers

Myton Hospices Values



Role purpose:

To manage an agreed geographical area of shops and be responsible for the delivery of profit targets and high customer service standards, raising the profile of Retail within the organisation, and increasing awareness of the Myton Hospices.

Key Responsibilities

- To work with the Head of Retail & Trading to develop achievable income and expenditure budgets that will ensure year on year growth.
- To manage the Shop teams to achieve the delivery of Myton's retail objectives and income targets; to include undertaking regular performance reviews, appraisals and performance management when necessary.
- To deliver excellent customer service across all Myton's retail outlets.

- Identify and manage all risks relating to the Retail Operation and keep the Retail Ops Manual up to date with any that could have serious implications for the organisation.
- To ensure the Myton brand and visual identity is maintained.

Main Duties

Financial Performance

- To manage the financial performance of the shops within the agreed geographical area and ensure income targets are achieved within agreed expenditure budget.
- To assist the Head of Retail & Trading to put together annual budgets for each shop within their area.
- To ensure all required financial information about shop performance is presented in the required format at the right time.
- To maximise Gift Aid and Lottery contribution.

Shop Visits

- To undertake regular shop visits, (minimum of 4 days each week), within the identified area.
- To ensure each shop is visited a minimum of once a month.
- To ensure that the Myton guidelines for Shop Standards & Back of House procedures are followed in all shops in the area.
- Support the Shop teams on a commercial basis to ensure that Retail income from donated sales, New Goods, Gift Aid, Lottery and Fundraising is maximised in all shops.

Corporate Standards

- To monitor and uphold Myton's corporate standards using a shop checklist/report agreed with the Head of Retail & Trading.
- To make sure that the Myton brand and visual identity is evident across all shops.
- To investigate any customer and donor complaints promptly and provide a detailed report on the complaint to include any mitigation recommended.

People Management

- To ensure that the conduct of staff and volunteers is of the highest standard and that the Myton values are upheld at all times.
- Follow Myton Hospice policies and procedures to manage sickness absence.
- To conduct Shop Managers, Relief Shop Manager and Driver appraisals and performance reviews in line with the organisation processes, setting clear objectives for each shop manager and undertaking regular checks and performance reviews to ensure that objectives are being met.

Recruitment & Training

- To work with the HR team to co-ordinate with the advertising, interviewing & recruiting of Shop Managers, Relief Shop Managers/Cluster Supervisors and Drivers as necessary.
- To support Shop Managers with the recruitment and retention of volunteers in order to optimise support to all shops in the area.
- To mentor and train new and existing shop staff in the following areas:

- Shop/ Myton standards and values
- Retail process and procedure and best practise
- Planning and organisation
- Shop layout and merchandising
- Commercial awareness

Shop layout and design

- To ensure that all shops' space is used commercially to maximise sales and promote a good shopping experience for all customers.
- To ensure that any Marketing & Communications or organisational campaigns are successfully presented in the shops.
- To assist the Head of Retail & Trading with the refitting of new and existing shops.

Logistics

- To work with Shop Managers and Drivers to shop routes for stock movement to optimise value of donated stock.
- Provide Drivers to support stock generation in all areas of Retail to include House Collections and Corporate donations.

General

- To be flexible and provide cover/support for the Senior Retail management team when necessary.
- To have awareness of procedures for Accident/Incident reporting, First Aid Box, Fire Extinguishers and actions in emergency situations.
- To attend all mandatory training, e.g. fire training, handling and moving etc. and ensure all E Learning is kept up to date.
- To participate in the annual appraisal programme and attend any training identified, and meetings as required.
- Any other duties commensurate with the post.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____