

Job Description

Title:	Retail Area Manager – covering South of England
Location:	Watford based with frequent travelling (predominantly Hertfordshire and Bedfordshire initially)
Salary:	£26.5k - £30k + car allowance
Hours:	35 hours per week including some weekends
Term:	Permanent (3 Month Probationary Period)
Reports to:	Retail Development Manager
Direct Reports:	5

Purpose of the post:

The Retail Area Manager is responsible for directly managing and supporting the Shop Managers across the network of NAWT shops, helping them to deliver their targets.

The role holder will develop a strong sense of teamwork across the shops; working alongside shop teams to deliver excellent customer service and consistently high levels of retail standards in order to maximise sales for the charity.

Key Duties and Responsibilities:

1. Oversight

- 1.1 Day to day leadership of the shops and their teams.
- 1.2 Assist with the development of the retail marketing and promotional strategy.
- 1.3 Ensure active relationship with local Centres to promote NAWT objectives.
- 1.4 Regularly review high street and charity retailers to ensure shops remain competitive within the local market.
- 1.5 Analyse sales data to produce reports on operational performance and trends.
- 1.6 Ensure shops are contributing to NAWT's eBay strategy.
- 1.7 Review policies and procedures relating to shops on a regular basis and update as necessary to improve efficiency.
- 1.8 Review and report on the Shops monthly management accounts.

2. People Management

- 2.1 Lead, inspire and develop the shops team, creating a high performing team that work collaboratively.
- 2.2 Manage the completion of performance cycles, addressing performance issues and developing improvement plans where required.
- 2.3 Ensure that key business messages are cascaded effectively to all members of the team.
- 2.4 Identify the training and development needs of staff and develop in house solutions where possible.

- 2.5 Manage recruitment and induction of new retail staff.
- 2.6 Work with the Volunteer Manager to recruit, induct and train volunteers to provide the required coverage for the shops.
- 2.7 Maintain and develop own skills and knowledge in retail management.
- 2.8 Ensure adequate cover and resource is provided for staff holiday and sickness.

3. Operational

- 3.1 Provide management cover and support in the shops as required; opening, running, and closing shops as needed.
- 3.2 Work with shop staff to deliver excellent customer service at all times; managing complaints as needed.
- 3.3 Deliver a high standard of merchandising and display windows and in store.
- 3.4 Ensure consistently high standards of cleanliness and good housekeeping.
- 3.5 Oversee the security of the shops by maintaining appropriate security procedures.
- 3.6 Minimise stock loss within the shops by taking action to guard against external and internal theft.
- 3.7 Ensure other retail and centre events and initiatives are promoted in the shops.
- 3.8 Utilise NAWT retail social channels to gain new customers and drive sales.
- 3.9 Effectively plan and launch events such as sales and seasonal changes.
- 3.10 Carry out end of year stocktakes as required to support financial accounting.

4. Health & Safety & Legal

- 4.1 Ensure compliance of regulatory requirements within the shops e.g., Sales of Goods Act, Data Protection, Health and Safety, Safeguarding.
- 4.2 Ensure that health and safety documentation is kept up to date with regular audit checks.
- 4.3 Carry out all necessary Risk Assessments relating to activities within shops.
- 4.4 Liaise with Centre maintenance team to resolve maintenance issues.
- 4.5 Ensure safe working environments and working practices at all times within the shops.

5. General

- 5.1 Attend any Team and other internal or external meetings as requested.
- 5.2 Attend relevant training and personal development opportunities in order to fulfil the requirements of the post.
- 5.3 Adhere to all NAWT policies and procedures and assist the organisation in developing, implementing and monitoring them, including Equal Opportunities, Risk Assessment, Health & Safety and environmental policies.
- 5.4 Carry out any other duties relevant to the post as directed by the Retail Development Manager or Chief Executive.

PERSON SPECIFICATION		
Experience / Skills	Desirable	Essential
Previous experience of leading, developing and managing a team		Yes
Previous experience of multi-site charity shop management		Yes
Evidence of strong drive to achieve sales results through others		Yes
Focus on delivering excellent customer service		Yes
Excellent communication and interpersonal skills		Yes
Experience of general retail administration tasks		Yes
Demonstrable IT skills to include Microsoft Word, Outlook and Excel		Yes
Current driving licence, with access to a car		Yes
Experience of working with an EPOS system	Yes	

THE PERSON
<p>The successful candidate will have a positive, can-do attitude, be hard working, resilient and self-motivated. They will be good humoured, enjoy building and developing a team, with good communication skills. They will appreciate the value of providing a great customer experience - having the customer and the charity at the heart of everything they do.</p>