

Retail Superstar (a.k.a. Area Manager) Job Description

Location: Dorset

Contract: Full-time (37.5 hours per week)

Salary: £32,000 - £36,000 per annum

Job Overview



Are you a people person with a passion for selling as well as animals and the community? We're on the lookout for a Retail Area Manager to help Margaret Green Animal Rescue care for animals (and their humans!) in Dorset and Devon.

If you love leading teams, spotting great opportunities, and making a real difference, come join our friendly flock! Every penny you help raise helps support our vital work in the community.

Key Responsibilities



- Guide and implement our retail vision across both our current and future charity shop sites—your ideas and energy are welcome!
- Oversee budgets, shop performance, and the daily buzz of our shop network
- Lead, mentor, and support both shop managers and volunteers
- Boost income by championing commercial excellence, eye-catching displays, and clever cost control
- Scout out potential new shop locations and put together business cases for growing our paw-print in the community
- Ensure our shops are safe, welcoming, and follow all our organisational policies
- Grow revenue by exploring digital sales channels and by engaging our supporters on social media
- Be our ambassador, representing Margaret Green Animal Rescue at local meetings and community happenings

Finance & Performance



- Set shop sales KPIs and support the team to achieve them
- Review sales data and introduce smart, friendly improvements
- Work with colleagues to manage payroll, utilities, and financial reporting (it's a team effort!)

Business Development

- Hunt for new opportunities to expand our retail family
- Plan, budget, and coordinate the launch of new shops with excitement
- Grow our retail adventure beyond the high street, making the most of online and digital sales



People Management



- Inspire and develop shop teams, ensuring great communication and friendly engagement
- Keep rosters fully staffed and make sure shifts run smoothly
- Support fair recruitment, appraisals, and when needed, handle any challenges with care and kindness
- Encourage a positive, collaborative, fair and equal fun team spirit across all our locations
- Proactive approach to supporting the team

What We're Looking For

Essential:

- Proven experience in a senior retail management role
- Demonstrable ability to drive fantastic commercial results
- Strong leadership, people development, and communication skills
- Experience with budgets and a knack for analysing and utilising data to make things even better
- Knowledge of retail operations and providing brilliant customer service
- Confident with MS Office (Word, Excel, Outlook) and experience with EPOS systems



Desirable:

- Background in charity retail or working with volunteers (bonus points!)
- Understanding of health & safety rules and HR best practices
- Knowledge of Gift Aid and fundraising efforts
- Visual merchandising skills to help our shops look their best
- Experience opening and setting up new retail spaces

Other Requirements:

- Full UK driving licence and use of a car
- Happy to travel around Dorset and maybe beyond according to your ambition!
- Flexible, proactive, and ready to adapt to a busy and rewarding role
- Real enthusiasm for engaging with local communities and supporting our charity's mission



Why Join Us?

This is your chance to lead our retail journey in a role that truly makes a difference—for animals, their people, and the whole community. You'll join a supportive, creative, and passionate team where every idea is valued, and every win is celebrated.

To Apply

If you're a friendly, results-driven retail professional who's eager to help us make a real impact, we'd love to hear from you! By applying, you agree for us to hold and process your data in line with GDPR.

