



Job Description

ROLE TITLE:

Head of Retail

REPORTS TO:

CHIEF EXECUTIVE

PRIMARY PURPOSE OF ROLE:

Overall responsibility for all retail operations in the Charity and the identification of opportunities for expansion.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- To identify and maximise all sales opportunities
- To minimise expenditure to maximise profit
- To share best practice between shops
- To identify potential new retail outlet and assist in business planning for potential profitability
- To recruit, train and develop staff
- To review shop standards regularly and improve as required
- To ensure Health & Safety policies are implemented
- Ensure all shops comply with current legislation
- To control and purchase bought in goods and identify new lines for bought in goods
- To ensure good communication between shops and Head Office
- To support other areas of the Charity, and carry out other duties as required

REQUIRED COMPETENCIES: (Skills or attributes needed to undertake role competently)**Planning and Organising**

- Regularly organises and reviews the workload of others
- Plans well in advance, sets realistic targets, builds in review, monitors progress.
- Identifies critical milestones, potential risks and considers options
- Able to organise a number of major projects or activities running concurrently
- Juggles different demands and switches between them as appropriate
- Estimates resources required accurately
- Constantly monitors, analyses and reports progress identifies measurable outputs



Continuous Improvement

Keeps fully abreast with industry developments. Able to coach others in the team. Actively encourages others to improve performance and develop

- Prioritises areas for improvement in line with goals and focuses on those that will give significant impact / difference.
- Encourages innovation and creativity in others. Actively supports staff in achieving / learning / development objectives through coaching and mentoring

Communication

- Communication often involves difficult or sensitive matters with a range of people in order to pursue objectives, and progress plans and projects to satisfactory and timely outcomes
- Conveys complex or technical information in a straightforward manner. Undertakes structured interview / questioning to gain consistent, detailed information
- Switches communication style and content according to audience. Uses influencing skills to explain complex issues to gain acceptance of proposals
- Displays tact and sensitivity. Negotiates working compromises to the benefit of all parties

Customer Focus

- Sets agreed service standards and measures of delivery
- Anticipates and preempts customer requirements
- Leads and manages others in a customer first approach, acting as a role model in demonstrating customer care principles
- Fully accepts legitimacy of customer needs and expectations. Focuses on delighting the customer with the service provided within the confines of profitability and capability.
- Looks to develop long term relationships by developing or recommending novel solutions

Financial and Commercial Awareness

- Awareness of relevant budgets and operates within these limits. Has overview level of the businesses financial position, and seeks to improve budget information available. Looks for cost savings / revenue generation opportunities
- Full understanding of links between individual, departmental and business goals. Aware of marketplace and changing commercial or competitive pressures
- Considers cost / benefits when making operational decisions
- Complete awareness and working knowledge of the legal processes for shop/s acquisition.



Achievement and Results Orientation

- Proactively identifies and pursues new opportunities
- Provides accurate forecasts and sets appropriate budgets
- Sets and agrees both short and long term objectives, and helps others focus on requirements / standards
- Analyses and evaluates previous plans before compiling new plans
- Takes on new business goals and devises effective functional plans
- Accepts and responds to all challenges

Teamwork and Leadership

- Gets out and about, is visible and accessible in the role; gets to know individuals in the team
- Fosters effective team working by involving all team members and adopting the appropriate leadership style to achieve the team's goals
- Sets tasks for team members to achieve current objectives and co-ordinates their activities effectively. Organises all resources efficiently and effectively. Good at managing and motivating people in team activities
- Distinguishes between what should be done by others and what they should do. Empowers others by delegating all appropriate tasks and other responsibilities to them. Will obtain resources and information for the team so that its practical needs are met

Qualifications, specific knowledge or experience required

- Total commitment to the Charity and its ethos
- Proven record of good interpersonal and communication skills
- Previous experience of retail management at senior level is essential
- Proven ability in charity retail environment is desirable
- Current, clean driving licence is required
- Proficiency in the use of IT software packages