

**FERNE ANIMAL SANCTUARY**

**JOB DESCRIPTION**

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| **Job Title:** | Retail Operations Manager |
| **REPORTS to:** | CEO |
| **INTERFACES:** | CEO, Trustees, Senior Leadership Team, Store & Online Managers & teams, volunteers, community businesses and public, suppliers and contractors, agents, and solicitors. |
| **Job Brief** | Lead manager for the charities’ retail operations, overseeing expansion of the estate, profitability of the operations via growth in income and well managed costs, development & expansion of the team in line with the regular opening of new stores and growth of online sales. |
| **MAIN PURPOSE:** | Deliver the charities’ 5 Year Retail Strategy Plan with the support of the CEO and colleagues, ensuring well managed accounts, strong pipeline of new openings, motivated and well-trained teams, effective communication about Ferne Mission & Vision. Contribute to the future prosperity of Ferne at a senior level. |

**Key tasks and responsibilities**

**OVERVIEW**

We have an exciting opportunity for a Retail Operations Manager this is a newly created role and will provide strategic direction and leadership to Ferne Animal Sanctuary’s retail operation. And at a very exciting time as we embark on a retail expansion programme that will see our store estate grow from 4 to 20 shops by 2027/28

The retail team comprises of a growing portfolio of Charity shops in Devon & Somerset, and an online presence that is in its’ infancy.

This role will provide senior leadership for all our retail team and drive forward a customer-centric retail strategy to increase the profitability of the retail operation and increase online trading opportunities, putting customers and donors at the centre of everything we do.

You will have a track record in multi-site retail store management, charity stores being an advantage, driven and a confident individual. This role will also manage the property portfolio, deliver agreed budgets and forecasts, with a focus on growing the business to support the strategic goals of the charity.

Driving the growth in online sales is a key part of this role and working with eBay for Charity would also be advantageous.

**Key tasks and responsibilities**

**Personnel management**

* Employee management, for example annual review, target setting, regular one to one meetings.
* Ensure all Ferne policies and procedures are adhered to.
* To maintain the staff rota for each element of Retail and ensuring holiday and sickness cover
* To attract, recruit, train and develop a team of volunteers to ensure their understanding of their role and retail guidelines, to ensure the efficient running of the shops.
* To ensure that all volunteers are properly inducted and are aware of the shop fire risk and Health and Safety procedures.
* To ensure that all volunteers who represent Ferne Animal Sanctuary are helpful, efficient, and courteous when dealing with sales and donations and act in a professional manner.
* To organise volunteer rotas and allocate duties to ensure expected levels of service operational needs are met.
* To encourage a positive working culture, good volunteer relations and high levels of enthusiasm throughout the shop to create job satisfaction by working in a happy environment.
* To communicate effectively with volunteers and all other members of staff by effective planning, prioritising, delegating, and monitoring workload.
* To manage and direct the work of the van driver whilst collaborating with Estates and CEO to optimise usage.

**Commercial Management**

* Experience of translating strategy to achieve agreed targets by delivering effective pricing, stock rotation, weekly promotions, and sales initiatives.
* To demonstrate a good understanding of all donated stock lines, always ensuring adequate stock levels.
* Support the implementation of EPOS system and accuracy of financial information.
* To maintain accurate Gift Aid records in accordance with Ferne policies and current legislation.
* Ensure that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities. Class leading merchandising of stores
* To achieve high standards of housekeeping, cleanliness, and presentation across all the retail operations.
* To ensure the upkeep and maintenance of buildings and ensure all fixtures and fittings are kept in good repair.
* To maintain awareness of local competitor activity and initiatives.
* Ensure high levels of customer service are maintained and delivered
* Ensure trading hours are strictly adhered to
* Assume overall responsibility for the shop premises including key holding.

**Financial**

* Achieving income and profit targets
* Achieving store growth plan targets of 3 new stores per year
* Identifying financial risk such as store performance being behind target, and rectifying this with timely actions
* To ensure correct procedures are adhered to for banking, cash handling and administration within Ferne Animal Sanctuary guidelines.
* To produce regular weekly sales reports for Ferne Animal Sanctuary financial and data records.
* To report to the CEO any financial irregularities immediately they come to light ensuring sales are recorded properly and cash is always kept secure.
* To monitor and control all shop consumables and expenses to meet targets set.
* To write a monthly summary of shops performance highlighting any successes or concerns. To report individual shop performance against target.

**Other Tasks**

* Delivering Retail & Online reports for quarterly trustee and F&GP meetings
* To promote the work of Ferne Animal Sanctuary, (FAS) through a clear understanding of the Charity’s aims and philosophy.
* To adhere to FAS Health and Safety procedures and inform the Estates Manager immediately in the event of an incident, or any risks hazards.
* To regularly update and maintain your knowledge of Health & Safety rules; fire drills; internal security; and accident procedures and always adhere to these ensuring correct reporting.
* To adopt a positive and reflective approach to personal and professional development, participating constructively in an annual performance review. To participate in any further training necessary to enhance your skills and ensure the quality of the service provided.
* Attend Managers meetings and training sessions as required by FAS.
* Liaise with agents & solicitors to grow the pipeline of new stores
* Oversee all aspects of new store openings
* Drive online sales through the online sales exec
* Ensure professional & effective marketing of all retail operations
* Drive other aspects of Ferne through the stores, such as donations and legacies

You will work 5 days in 7, each week between Sunday and Saturday, to be negotiated.

The above outlines the duties required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

The post holder will contribute positively to a harmonious and collaborative working environment.

The Sanctuary reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to its needs.

Job Descriptions only reflect 80% of a role and are not an exhaustive list of duties. You will be expected to carry out other activities that are within the scope of the role.

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| **Agreed** that the job description is a fair and accurate statement of the requirements of the role:  Job Holder………………………………………………………………………………….. Date……………………………………  Line Manager ………………………………………………………………………………….. Date……………………………… |

**PERSON SPECIFICATION CHARITY SHOP MANAGER**

Criteria which will be used in shortlisting and selecting candidates

| **QUALIFICATION/**  **EXPERIENCE/ QUALITY** | **ESSENTIAL** | **DESIRABLE** |
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| **Education and Experience** | Good standard of general education including English, both written and oral and mathematics, at A Level or equivalent  Previous multi-site retail experience, preferably at management level within charities  Cash handling, budget management and performance reporting. | Retail Management or equivalent qualifications  Managing a team  Experience of volunteer recruitment and management  Experience of Charity shop retailing |
| **Abilities/special aptitudes** | Flexible approach to the workplace  Friendly, approachable  Able to motivate others    Exceptional organisational skills  Positive attitude to teamwork  Passion for retail  Sales & Target focused  Thrives in a fast paced, challenging, and unpredictable environment |  |
| **Knowledge/skills** | Visual merchandising skills  Administrative skills/Record keeping  Good working knowledge of Windows & Microsoft Office applications  Problem solving and creativity  Strong interpersonal skills with an ability to communicate effectively with a diverse range of people.  Trading Laws, Health & Safety, & Food Safety.  Online sales | Understanding of Gift Aid |
| **Other (please specify)** | A proactive and organised approach to work  Interest in, and commitment to, the aims and objectives of FAS  Full valid UK driving licence/ ability to travel  Dedicated to continuous professional development |  |