



Job Description

Job Title: Retail Relief Manager
Location: Coventry and District
Line Manager's Title: Branch Area Retail Manager

1. Overall Job Purpose

As Retail Relief Manager, you will be responsible for the holiday and absence relief cover of our existing shop management to enable a continuous and successful delivery of a customer focussed shop team that is the 'window of the RSPCA'.

We currently have 4 shops in the Coventry area, namely Earlsdon, Coundon, Allesley and Wyken. We are also exploring other exciting opportunities including a new clearance market stall. Our ambitions are for the portfolio to continue to grow over time so you will be instrumental in helping to deliver the ever evolving retail strategy.

When covering a shop manager position, the post holder will be responsible for the support of achieving that shop's profits and targets and will be accountable for the effective management of finances, stock, premises and administration.

To achieve agreed sales and profit targets by maximising sales and controlling direct shop expenses.

To help recruit and be responsible for training a motivated team volunteers. You will manage a team of volunteer staff to assist you in providing an excellent customer experience. Together, you'll maintain a well merchandised offering that pushes the boundaries and maintains the RSPCA image and reputation.

This is a permanent position.

2. Key Tasks/Job Description

Shop Operations

- Responsibility for the management of all aspects of the shop or stall, including the management of volunteers, stock management, merchandising and financial procedures.
- To meet the agreed sales targets and ensure that direct costs are kept to a minimum
- With your line manager or appropriate member of management staff,

understand financial controls, including cash handling and banking, and security procedures across all shops.

- Ensure all financial management, cash handling, daily banking and security procedures are followed.
- Monitor good pricing policies to achieve highest potential sales.
- Ensure that the shop and window presentation standards are met including the rotation of goods, window displays and promotional activities
- Maintain good hygiene and housekeeping practices across all shop areas.
- Liaise with the other shop managers to ensure shops have sufficient donated stock to maximise sales.
- Be pro-active in the generation of donated stock, managing stock collection efficiently and effectively and in accordance with Branch & Society guidelines
- Process donated stock to the agreed standards and timescale, minimising stock loss.
- Ensure all relevant administration and training is completed within the agreed timescales
- Manage the sales and administration of any bought-in (i.e. new) goods as directed by your line manager.
- Maximise Gift Aid income from donated goods in line with the organisations current processing system.
- Ensure trading hours are strictly adhered to.
- Be aware of current trends and competitors' activities and appropriate responses.

Property

- To hold the responsibility of key holder for premises. To liaise with Shop Managers to ensure access to sites is available when cover is required.
- Ensure compliance with the branch's health and safety policy (including fire safety, risk assessments and security procedures) and relevant legislation.

People/Line Management

- Line manage shop volunteers as necessary.
- Support and motivate staff to achieve weekly, monthly and annual sales targets.
- Ensure that the level of volunteers is sufficient to operate an effective charity retail operation.
- Recruit, train, manage and support volunteers and adhere to the agreed Branch standards & policies and any relevant legislation.
- Ensure that appropriate HR policies and procedures are adhered to in compliance with the relevant employment legislation and branch employment policies and procedures, seeking guidance from the Retail Business Manager and senior management as required.

General

- To undertake other duties as directed by the Branch Area Retail Manager.
- Actively promote all Branch and Society initiatives and campaigns to promote awareness of the charity.
- Ensure high levels of customer service are maintained
- Build and develop positive internal and external relationships to ensure maximum income for the charity.

While at work all staff are required to:

- Adhere to the Society's charitable objectives which are to promote kindness and prevent cruelty to animals.
- Be familiar and comply with branch policies and procedures for Health and Safety
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Understand and comply with the Branch Code of Conduct.
- Cooperate with Branch policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the Branch.

3. Person Specification

Please see person specification attached (appendix A)

This job description is a statement of the job content required as of February 2024. It should not be seen as precluding future changes.

PERSON SPECIFICATION

Retail Relief Manager

Criteria	Essential	Desirable
Professional / technical qualifications	<p>Experience at Management or Supervisory level.</p> <p>Retail experience.</p>	<p>Experience of charity retail or running a market stall.</p>
Experience and job knowledge	<p>Experience with cash handling and banking of monies.</p> <p>Experience of using initiative for positive results.</p> <p>Ability to understand issues related to working with volunteers.</p> <p>Customer service experience.</p>	<p>Using initiative for positive results.</p>
Skills and competencies	<p>Computer literate.</p> <p>Visual merchandising experience with a keen eye for detail.</p> <p>Ability to use financial information to make informed decisions and achieve financial targets.</p> <p>Full clean driving licence.</p> <p>Able to travel to cover other shops and attend training as requested.</p>	<p>Candidates who have experience of working to income and expenditure targets are highly desirable as are those who have previously worked in the charity retail sector.</p>

Personal qualities	<p>The ability to be adaptable, open to change and willing to try new ways of working.</p> <p>Ability to lift and carry bags and boxes full of donated stock, including clothes and books, and (depending on shop) light/heavy furniture (this is a genuine occupational requirement of the role.)</p> <p>Sympathy with the RSPCA's aims and policies.</p> <p>Ability to relate well to people from all backgrounds.</p> <p>Able to work weekends and public holidays if required.</p>	<p>Highly self-motivated, positive and resilient and who has previous retail and people experience.</p> <p>Willingness to learn and acquire new skills through training and development</p>
Special circumstances (if any)		