

CHSS Role Profile Writing – Guidance Notes

Job Title: <i>Regional Retail Manager</i>	
Directorate: <i>Retail</i>	CHSS Ref No. <i>RET08</i>

Reports to: *Head of Retail Field Operations*

Role Purpose:

<p>To assist the Head of Retail Field Operations in the delivery of the agreed organisational and retail strategy through:</p> <ul style="list-style-type: none"> • the management of the continued growth of the chain • the delivery of financial targets through others • the recruitment, management and development of the right people • the delivery of the right culture, including processes, procedures and reporting mechanisms • a regular consideration of and positive attitude to risk
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Key Accountabilities:

This section should provide a set of brief statements describing the main accountabilities of the role. The most effective style is to use will be to focus on the action(s), the object of the action and the outcome, see example:

Descriptor	Performance Measure
Communicate clearly and concisely with staff and volunteers and arrange regular meetings of Shop Managers for the purposes of training, communication and planning	Checking of understanding during weekly calls and shop visits and measurement of objectives set at meetings
To create a culture whereby staff and volunteers take ownership of their shops	Limited turnover, teams of committed, dedicated staff
To recruit the correct level of staff per shop and to ensure they are effectively inducted, trained and developed, thus creating Teams which are efficient, effective and well informed	High performing Region of shops, with limited staff and volunteer turnover

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On completion of lease for new premises, to plan, organise and execute shop fit, in alignment with set timescales and in adherence to Best Practice Guide	New shop openings delivered to a high standard on time, effective managements of staff/stock and costs
To ensure each shop within Region achieves full sales potential by achieving key performance indicators	Regular monitoring of shop's performance, during weekly calls and shop visits
To ensure that each shop within Region, complies with all instructions and adheres to Best Practice Guides	Review and addressing during shop visits
To support shops to ensure all processes and procedures are understood, adhered to and fully embedded	Regularly sense check knowledge and understanding, review during weekly calls and shop visits
To manage controllable costs across the Region and ensure shops are aware of the importance of cost control	Review management accounts at all Manager meetings, monitor spending and shop's overtime on a weekly basis
To provide training and support to shops on all aspects of stock management and to manage stock levels across the Region	The right stock in the right shops, educate and guide shop managers, listen to feedback and take relative action
To ensure proper discipline in all shops, in regard to time-keeping, trading hours, absence reporting, security, efficient shop work and management.	Regular audits carried out by Audit and Compliance Officer, flagging any issues/concerns.
To praise and recognise good performance, challenge poor and in liaison with the Head of Retail Field Operations, to implement the performance management process to staff where necessary, in accordance with current policies and procedures	Regular communication highlighting good performance, recognise and praise during shop visits. Performance Improvement Plan implemented where performance falls short of required standard
To deliver a supportive management style that enables staff and volunteers to flourish within a structured framework	Motivated and engaged high performing teams,

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To ensure that the image presented by each store reflects the overall quality of CHSS and is in alignment with CHSS brand	Reviewed regularly during shop visits and all shops in adherence to Best Practice Guide
To visit all shops regularly to ensure that they are being managed effectively and efficiently and in accordance with the departmental guidelines	Effective shop visit reports, addressing issues/concerns, reviewed weekly via movements documented on Retail Calendar
To record shops visits using the Shop Visit Reports Book and to document findings and relevant actions for each Manager as required	Catalogue of shop visits per shop, clearly documenting required actions and objectives

Key Challenges

<p>CHSS No Life Half Lived strategy includes doubling our reach over the next 5 years. The key challenges from this are:</p> <ol style="list-style-type: none"> 1. To manage and grow the CHSS Retail business, a commercial and fast-moving business, within the context of a charity which has a different ethos. 2. To manage relationships with colleagues across the organisation in order to work more effectively together and at pace <p>To ensure the NLHL strategy is embedded in the Retail and Trading department, both in respect of branding and in respect of community hubs to ensure that those we support in the community can access our resources</p>

Key Relationships (Internal & External)

<p>Internal:-</p> <ul style="list-style-type: none"> • Director of Retail • Head of Retail Field Operations • Other Regional Retail Managers • Regional Support Managers • Retail Audit & Compliance Officer • Shop Managers/Assistant Shop Managers, Sunday Assistant Managers • Volunteers • Retail & Trading Head Office Staff • Other Head Office Staff • Regional Fundraising Manager <p>External:-</p> <ul style="list-style-type: none"> • General public • CHSS supporters/donors • Local businesses

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Education & Qualification:

5 Highers or equivalent, must include English

Skill & Experience:

- Experience of working in a fast-paced retail environment
- Delivering results through others
- Distance management
- Minimum 2 years field management experience
- Strong retail commercial background
- Proven experience of managing staff
- Ability to manage the geographic area on a distance basis, whilst ensuring the shops achieve business objectives.
- Experience of working to and achieving sales targets
- Strong leadership and motivation skills
- Excellent communication and relationship building skills
- Strong time management and organisation skills
- Commitment, enthusiasm and drive
- Able to work under own initiative and take a proactive approach to changing business needs and objectives