

JOB DESCRIPTION

JOB TITLE: Retail Operations Manager

RESPONSIBLE TO: Head of Income and Information

JOB PURPOSE:

To be responsible for the strategic direction and effective management of Age UK Milton Keynes' trading activities, including the delivery of high standards of customer service, maximizing and growing gross and net income and minimizing costs.

To manage associated projects related to retail sites.

To ensure Health and Safety policy is adhered to.

To manage the premises at Units 6 and 8 at Kiln Farm.

1. Judgement and decision making

- To work with the Head of Income and Marketing to produce the business plan for retail and trading activities, including income and expenditure forecasts.
- To implement the retail business plan to achieve net income targets for each of the furniture stores and shops and through new outlets/activities as agreed with the Head of Income and Marketing.
- To research, identify and evaluate opportunities for increasing income through retail and associated projects and through partnership working and promotion.
- To liaise with the Compliance Manager to ensure that health & safety standards are met and regularly audited in all areas of activity, including staff and volunteer training.

2. Budget responsibility

- Responsible and accountable for the income and expenditure of the retail outlets and ensuring they operate within agreed budgets.
- To manage a budget in excess of £1.1 million per annum.
- To provide written progress reports for the Head of Income and Marketing as required.
- To ensure all activities comply with charities, tax and other statutory requirements.

3. Staff responsibility

- To directly manage Retail Support Assistant
- To directly manage Furniture Store manager
- To directly manager shop managers
- To monitor and manage staff morale.
- Indirectly accountable for 60 staff

4. Volunteers

- Indirectly responsible for approximately 160 volunteers.
- To monitor and manage volunteer morale

5. Internal influence

- To represent the Trading Department at internal meetings including: Team Briefing, Support Forum, Service Development Committee Workforce Development Committee and any other meetings that might be required from time to time.

6. External influence

- To ensure good relationships with external suppliers.
- To actively promote Age UK Milton Keynes trading and form sustainable networks for commercial purposes.
- To represent Age UK Milton Keynes at outside forums and committees where required.
- To ensure Age UK Milton Keynes' image and reputation is maintained.

7. Managerial competencies

- To lead and manage the shop managers, Retail Support Assistant, Furniture Store Manager and, indirectly, a total staff of 60.
- To provide leadership and line management to your teams, including: induction, supervision, personal development and where necessary disciplining of staff.
- Be aware of the health, safety and welfare of staff, volunteers and clients and to take appropriate action to ensure that health and safety procedures are in place and implemented within the areas under your control.
- Ensure that all activities are carried out in harmony with Age UK Milton Keynes' Mission Statement and value base and within the spirit of its equal opportunities policy

8. Skills and Knowledge

- Extensive knowledge of retail markets
- Good knowledge of accounting and budgeting.
- An understanding of recycling and re-use legislation
- Demonstrate good organisational and effective communication skills
- Demonstrate success in managing teams
- Knowledge of Charity law desirable
- Business degree, marketing qualification or similar desirable
- Possess sound IT skills
- Team player

9. Special Features

- To undertake other tasks within Age UK Milton Keynes as may be required from time to time
- Flexible working hours to include working Saturday, Sunday and evenings when required.

RETAIL OPERATIONS MANAGER

TERMS & CONDITIONS

<u>Salary</u>	The salary for the post is £27,000 per annum
<u>Hours of Work</u>	up to 36 hours per week
<u>Annual Leave</u>	Entitlement will be in accordance with the Conditions of Service
<u>Sickness pay</u>	Entitlement will be in accordance with the Conditions of Service
<u>Pension Scheme</u>	Age UK Milton Keynes operates a pension scheme in line with the automatic enrolment legislation. Qualifying employees will be automatically enrolled in the scheme although they are able to opt out if they wish. Employees who do not qualify for automatic enrolment may opt into the scheme.
<u>Probation</u>	There will be a period of probation of 6 months