



**FERNE ANIMAL SANCTUARY
JOB DESCRIPTION**

JOB TITLE:	Retail Area Manager (East)
REPORTS TO:	Retail Operations Manager
INTERFACES:	CEO, SLT, Retail Operations Manager, Store Managers & teams, Volunteers, Driver, Community, Businesses and Public, Suppliers and Contractors.
JOB BRIEF	Oversee & develop the day-to-day operation of the retail charity shops within the East Region to include line managing & working with the Store Managers, Assistants, and volunteers, completing all staffing levels & rota's, P&L's, HR duties, appraisals, training, recruitment of colleagues. Also, involvement in setting up new stores & store refreshes. To deliver all aspects of the FAS Retail Operations Manual adherence across the team. To be a brand ambassador for FAS acting and leading with integrity and in the best interests of the Sanctuary at all times. As of July 2024, the East Region comprises Dorchester, Yeovil, Crewkerne, Ilminster
MAIN PURPOSE:	Oversee the efficient & profitable running of the retail stores, achieving best in class standards through how stores look and feel. Working alongside the Retail Operations Manager's guidance & standard setting, and with others to develop the retail chain of shops and our online presence.

KEY TASKS AND RESPONSIBILITIES

OVERVIEW

Oversee the efficient & profitable running of the East Region retail stores, achieving best in class standards.

Provide leadership for the East Region store managers & their teams of paid & volunteer colleagues.

Working with the Retail Operations Manager and others to develop the retail chain of shops.

Put outstanding customer service at the forefront of the retail stores in everything they do.

Compliance with the Operations Manual, including all aspects of H&S

KEY TASKS AND RESPONSIBILITIES

Personnel management – East Region

- Employee management, for example annual appraisals, target setting, regular one to one with all direct reports and support the ROM with monthly team meetings.
- Ensure all Ferne policies and procedures are adhered to.
- To review the staff rota for each element of East Region Retail, ensuring holiday and sickness cover
- Alongside Store Managers 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 oversee that all employees & volunteers are properly inducted and are aware of the shop fire risk and Health and Safety procedures. Ensure all HR forms & returns are completed and in on time.
- Through observations 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 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 effectively communicate to Managers and other members of the team by planning, prioritising, delegating, and monitoring workload.
- To liaise with the ROM to ensure the van drivers are co-ordinating shop collections, stock movement, deliveries, etc.

Commercial Management

- Translate strategy to achieve agreed targets by delivering effective pricing, stock rotation, weekly promotions, and sales initiatives.
- Drive our competitiveness and our fight for good quality and abundant donations.
- To demonstrate a good understanding of all donated stock lines, always ensuring adequate stock levels.
- To ensure all teams are trained & proficient in use of the 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 monitor & report any hazards & repairs and report through to the correct person.
- 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.
- Responsibility for the shop premises including key holding.

Financial

- Assisting in the store growth plan targets of 3 new stores per year.
- Meeting sales & profit targets.
- Preparing & monitoring store P&Ls to ensure costs are kept in line and targets met.
- To ensure correct procedures are adhered to for banking, cash handling and administration within Ferne Animal Sanctuary guidelines.
- To report to the ROM and COO 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

- 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.
- Help 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, hours 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.

Agreed that the job description is a fair and accurate statement of the requirements of the role:

Job Holder..... Date.....

Line Manager Date.....

Criteria which will be used in shortlisting and selecting candidates

QUALIFICATION/ EXPERIENCE/ QUALITY	ESSENTIAL	DESIRABLE
Education and Experience	<p>Good standard of general education including English, both written and oral and mathematics, at A Level or equivalent</p> <p>Managing a team</p> <p>Previous multi-site retail experience, preferably at management level within charities</p> <p>Cash handling, budget management and performance reporting.</p> <p>Experience of Charity shop retailing</p>	<p>Retail Management or equivalent experience4 / qualifications</p> <p>Experience of volunteer recruitment and management</p>
Abilities/special aptitudes	<p>Flexible approach to the workplace</p> <p>Friendly, approachable</p> <p>Able to motivate others</p> <p>Exceptional organisational skills</p> <p>Positive attitude to teamwork</p> <p>Passion for retail</p> <p>Sales & Target focused</p> <p>Thrives in a fast paced, challenging, and unpredictable environment</p>	
Knowledge/skills	<p>Visual merchandising skills</p> <p>Administrative skills/Record keeping</p> <p>Good working knowledge of Windows & Microsoft Office applications</p> <p>Problem solving and creativity</p> <p>Strong interpersonal skills with an ability to communicate effectively with a diverse range of people.</p> <p>Trading Laws, Health & Safety, & Food Safety.</p> <p>Understanding of Gift Aid</p>	

QUALIFICATION/ EXPERIENCE/ QUALITY	ESSENTIAL	DESIRABLE
Other (please specify)	<p>A proactive and organised approach to work</p> <p>Interest in, and commitment to, the aims and objectives of FAS</p> <p>Full valid UK driving licence/ ability to travel</p> <p>Dedicated to continuous professional development</p>	