

Job Description

Job Title: Area Manager

Department: Income Generation

Reporting to: Head of Retail

Location: Home / Shop Region

Purpose of Role:

To oversee and deliver the Retail Strategy with operational and financial responsibility for your geographic region of Tenovus Cancer Care shops. To deliver effective management, inspirational leadership and support and development for staff and volunteers ensuring quality and consistency across a region. To increase income, profitability and maintain excellent customer service and shop standards.

Main Duties and Responsibilities:

- Develop and maintain a retail plan for all shops in the area in line with the strategic aims and values of Tenovus Cancer Care
- Identify movements in the customer profile and assess trends in the retail market within the area, proactively using data and insight to drive shop performance, ensuring we are meeting customer expectations
- Use a commercially focused approach to optimise shop layouts, visual merchandising and stock density
- Analyse commercial data, investigating and implementing an action plan to address any performance issues
- Control and deliver the area's budgets on income and expenditure
- Keep abreast of all developments within the Commercial Retail environment and other relevant retail Charity networks that may influence activities of the Tenovus Cancer Care shop network and ensuring compliance with charity law
- Cascade vital business information on a regular basis to shop management and their teams
- Demonstrate measurable improvements in profit that are linked to personal actions
- Champion and ensure compliance with the Charity's Health and Safety policy in order to achieve a safe working environment for all employees and third parties
- Lead, manage, inspire and develop the Retail teams promoting a positive, inspirational and can do culture, be visible, energetic and participative encouraging cross team working and initiative
- Manage, develop and inspire shop staff and volunteers, identifying training needs and setting appropriate standards of professionalism and enthusiasm providing support and guidance to the teams on all Retail related matters
- Develop annual strategic aims, objectives and KPI's for all direct reports

- Conduct regular performance reviews with all direct reports in line with the Tenovus Cancer Care performance management policy and organisational values
- Effectively address any people or performance issues with support, direction and follow up together with confidentiality, sensitivity and discretion
- Provide opportunities for staff development activities as and when required and in line with those identified as part of the performance management system
- Support Shop Managers to recruit, induct, train and retain an inclusive and diverse shop team, reflective of the diversity in the local community
- Ensure compliance with relevant legislation and equality of opportunity in all areas of responsibility
- Work with the Head of Retail, set and agree annual budgets for the area
- Regularly monitor income and expenditure within the area bringing any concerns or thoughts to the attention of the Head of Retail
- Ensure that staffing and volunteer levels reflect the needs of Tenovus Cancer Care at all times
- Tailor each shop to maximise the potential of its location and identify and develop areas of specialty
- Drive the team to maximise income from Gift Aid on donated products
- Ensure all financial processes are adhered to and executed in a timely fashion by the shop teams

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post. You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 1998.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.

Prepared by: Head of Retail

Date Prepared: July 2024

Person Specification

	Essential	Desirable
Experience & Knowledge		
Multi-site retail management experience or experience of managing a significant store	●	
Previous experience of area management in charity retailing or a charity environment		●
Leading teams and managing effective performance	●	
Driving sales and managing costs effectively	●	
Ability to create and deliver donated stock generation initiatives		●
Experience of researching, analysing and acting appropriately on commercial information		●
Demonstrable experience of effectively managing budgets	●	
Experience of recruitment & selection of staff	●	
Experience of implementing Health & Safety procedures within a retail environment	●	
Skills:		
Excellent interpersonal skills	●	
Ability to communicate effectively at all levels	●	
Ability to influence and negotiate	●	
Analytical and numerical skills	●	
Proficient in basic IT skills such as MS Word, Excel, PowerPoint	●	
Excellent problem solving skills with initiative and the ability to adapt and implement change	●	
Ability to visual merchandise effectively	●	
Current UK driving licence with a willingness to travel	●	